

ANNUAL RESIDENT SATISFACTION SURVEY RESULTS – 2021 RÉSULTATS DE L'ÉVALUATION DE LA SATISFACTION DES RÉSIDENTS – 2021

(New admissions from April 2020 – March 2021)

| | Overall Satisfaction Rate / Taux Satisfaction Globale |
|--|--|
| <p>Question 1 Satisfaction with the communication and information provided to you during the pre-admission/admission process (regarding wait list, responsiveness to questions, welcome information). / <i>Satisfaction avec la communication et l'information qui vous est fournie lors du processus pré-admission/admission (concernant la liste d'attente, réponses aux questions, information d'accueil).</i></p> | 94.7% |
| <p>Question 2 Satisfaction with the communication and information provided to you by Bayview (regarding care-related updates, disclosure of accident events, care plan meetings, administrative information). / <i>Satisfaction avec la communication et l'information qui vous est fournie par Bayview (à propos des mises à jour concernant les soins, la divulgation des accidents, les rencontres du plan d'interventions interdisciplinaires, l'information administrative).</i></p> | 84.2% |
| <p>Question 3 Satisfaction with the level of security and safety (personal belongings, equipment, building, overall). / <i>Satisfaction avec le niveau de sécurité (effets personnels, équipement, bâtisse, en général).</i></p> | 88.1% |
| <p>Question 4 Satisfaction with how you are treated by Bayview employees (with respect, courtesy, attentiveness, empathy). / <i>Satisfaction avec la façon dont vous êtes traités par les employés de Bayview (avec respect, de la courtoisie, attention, empathie).</i></p> | 85.5% |
| <p>Question 5 Satisfaction with the development of the care plan to meet your individual needs (your participation, access to available services/resources/team members). / <i>Satisfaction avec l'élaboration du plan de soins pour répondre à vos besoins particuliers (votre participation, l'accès aux services/ressources/membres des équipes disponibles).</i></p> | 80.2% |

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| | Overall Satisfaction Rate / Taux Satisfaction Globale |
|---|--|
| <p>Question 6 Satisfaction with the care and assistance provided by the care team. / <i>Satisfaction avec les soins et l'aide fournis par l'équipe de soins.</i></p> | 80% |
| <p>Question 7 Satisfaction with the degree to which the residents' individuality and personal preferences are respected (daily routines, choices, privacy, consent, taking the time to listen when you have something to say). / <i>Satisfaction avec le degré auquel l'individualité et les préférences personnelles du résident sont respectées (routines quotidiennes, choix, intimité, consentement, prendre le temps d'écouter quand vous avez quelque chose à dire).</i></p> | 77.6% |
| <p>Question 8(a) Satisfaction with meals and snacks (food temperature, taste, variety). / <i>Satisfaction avec les repas et les collations (température, gout, variété).</i></p> | 75% |
| <p>Question 8(b) Satisfaction with the "dining experience" (eating environment, participation in menu planning, mealtime assistance, adaptation of diet to meet needs and food preferences). / <i>Satisfaction avec l'expérience du repas (environnement, participation à la planification du menu, aide avec les repas, l'adaptation du régime alimentaire pour répondre aux besoins et aux goûts).</i></p> | 72.3% |
| <p>Question 9 Satisfaction with the recreation activity program (variety, timing, access). / <i>Satisfaction avec le programme d'activités de loisirs (variété, calendrier, accès).</i></p> | 65.7% |
| <p>Question 10 Satisfaction with the cleanliness of the surroundings (resident's room, washrooms, common areas). / <i>Satisfaction avec la propreté de l'environnement (chambre du résident, toilettes, aires communes).</i></p> | 93% |
| <p>Question 11 Overall satisfaction with Bayview Center. / <i>Satisfaction globale avec le Centre Bayview</i></p> | 88% |

Question 12

What is your foremost suggestion to improve the quality of life for the residents? /
Quelle serait votre principale suggestion pour améliorer la qualité de vie des résidents?

1. To be active and participate with others.
2. Hopefully when covid ends the dining experience will be more interactive among the residents i.e share a table or space for potential interaction.
3. You guys got it covered. :)
4. I can tell that the staff cares about the residents and takes pride in their work
5. Can't respond regarding all residents but because of my mom's language limitations giving her time to speak slowly to her and listen.
6. Making a flexible schedule for resident to circulate and be more independent. Stationary chair or bed vs wheelchair
7. The personnel on the floors should wear name tags, so that the residents could see and read them. My mother has been at the residence since mid-February and doesn't remember anyone's names yet. At least, if there were name tags, she could read the name even though she has forgotten it from the day before.
8. Training and overseeing of new staff/evening/night staff.
9. Due to my mothers limited cognitive abilities more one on one activity is needed, due to Bayview's limited staffing this isn't possible therefore, most of the above questions wouldn't be applicable.
10. To give better care, or I should say consistent good care. Better communication amongst the staff. The PABs are the ones closest to the residents and see the residents the most. They should be communicating more to the nurses about the residents well being. As well I think that someone should be checking, occasionally, to make sure the PABs are doing what they are supposed to be doing, like spot checks. You might be surprised.
11. Keep her happy
12. Since my mother always stays in her room, as she wants to be alone, there is nothing that I can suggest for her.
13. Prior to moving to the 2nd floor, the nursing care often continued to be inconsistent. Measures that were implemented (checklist) gave some improvement. This appears to not be the case with the 2nd floor, so we are much happier.
14. More activities to choose from; more opportunities to socialize with like minded people.
15. This is likely a Covid issue, but the residents need more engagement-the atmosphere is somewhat depressing
16. More one on one time with staff members or volunteers. More availability of staff to help with change of position (bed to chair and visa versa). Very much missing volunteers and activities.
17. To encourage to go outside and see other residents and to go outside on a nice day.
18. more interactive games
19. One small suggestion. It would be nice to have a shelf at the sink to put toothbrush etc..., the space in that area is a little small compared to the size of the room. My mother doesn't remember to look inside the medicine cabinet. She needs to see it to use it.

Question 13

Overall, what do you like best about Bayview Centre? /
Dans l'ensemble, qu'est-ce que vous aimez le plus à propos du Centre Bayview?

1. Communication with family member, I was always told what was happening with mom.
2. The staff is extremely friendly on the 5th. Everyone is approachable and attentive despite the workload. Post meal time coverage could be better in that available staff seems to go down when they also need to take their meal breaks.
3. Staff
4. Anglophone caring staff
5. I think Bayview is a great residence, staff is courteous, kind and engaged. Communication of urgent information is well done. Info on routine info is sometimes too general, ex. Your mom is doing fine without details.
6. The warmth and friendliness and professionalism of staff and their caring approach towards residents
7. The care provided for my mother. The friendly attitudes of the personnel (from the nurses, PAB, doctor, receptionist, etc.)
8. The caregivers and their special bond with me (my dad). Jennifer, Claudette, Jeffrey, Grace are all fabulous. Angela, Jessie, Chita as well are wonderful. They treat me like a person with respect and dignity. They genuinely care about

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me and my needs - both physical and emotional. They understand my frustration at times, and help me deal with them in a positive manner.

9. Most of the staff seems to really care about the residents.
10. There are some people that work there who are amazing
11. The care to my sister
12. All employees are very cooperative when asking questions.
13. The building layout is very nice. The outdoor grounds are very nice to visit with my Mother. The reception staff/processes they follow are very efficient and they are very pleasant to interact with. The maintenance staff is very efficient and pleasant to deal with. The administration staff is very transparent and informative. The caregivers/nursing staff are very pleasant to deal with.
14. Atmosphere and mostly very kind and empathetic and friendly staff. Also concerns are quickly addressed which is very important
15. Clean and pleasant surroundings
16. Food and staff
17. The location and friendly staff
18. Location & level of care
19. Hard to narrow it down to just one thing. Have been so impressed with Bayview I am sometimes in awe. My mother has been in other places and they are night and day to compare. Please keep up the great work. We really appreciate you.

Question 14

Are you aware of the Bayview Residents' Committee and its role and function? /

Savez-vous qu'il y a un Comité des Résidents à Bayview, et connaissez-vous son rôle et ses fonctions?

Yes = **63.2%** (12) No = **36.8%** (7)

Comments / Commentaires:

Question 15

a) Are you aware of how to express a concern or complaint? / *Savez-vous comment exprimer une inquiétude ou une plainte?*

Yes = **89.5%** (17) No = **10.5%** (2)

b) Do you feel at ease to express a concern or complaint? / *Sentez-vous à l'aise pour exprimer une inquiétude ou une plainte?*

Yes = **89.5%** (17) No = **10.5%** (2)

c) Are you aware of the policy on Mistreatment of Residents?

Yes = **68.4%** (13) No = **31.6%** (6)

Comments / Commentaires:

1. I can imagine what it is but will need to look at the information provided to me during the admission process.
2. If I have a concern, I am not sure the chain of command or who to go to with it. I often go to the day nurse to ask her.

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The respondent of this survey was / *Le répondant à ce questionnaire était:*

- | | |
|---|-------------------|
| <input type="checkbox"/> A resident (independently) / <i>Un résident (indépendamment)</i> | 0% (0) |
| <input type="checkbox"/> A resident (assisted by a representative) / <i>Un résident (aidé par un représentant)</i> | 10.5% (2) |
| <input type="checkbox"/> A representative (on behalf of a resident) / <i>Un représentant (au nom d'un résident)</i> | 89.5% (17) |

The age of the resident is:

- | | |
|--|-------------------|
| <input type="checkbox"/> 18 – 64 years | 0% (0) |
| <input type="checkbox"/> 65 – 89 years | 63.2% (7) |
| <input type="checkbox"/> Over 90 years | 36.8% (12) |

Number of surveys distributed /
Nombre de questionnaires distributés: **30**

Number of surveys returned /
Nombre de questionnaires retournés: **19**

% of respondents / *% de répondants:* **63%**

Overall satisfaction rate **82%**