



INFORMATION REPORT

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	May 8, 2017
SUBJECT/REPORT NO:	2016 Resident Satisfaction Survey Results - Macassa and Wentworth Lodges (CES17016) (Wards 6 and 13)
WARD(S) AFFECTED:	Wards 6 and 13
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SIGNATURE:	

Council Direction:

Not applicable.

Information:

Obtaining feedback from Residents and Families is an important component of the Continuous Quality Improvement (CQI) Program at Macassa and Wentworth Lodges. Both Lodges have completed a Resident Satisfaction Survey (RSS) on an annual basis using a Survey Tool developed by Municipal Benchmarking Network Canada (formerly OMBI) for over ten years.

The purpose of the RSS is to measure satisfaction with programs and services at both of the Lodges. Surveys are distributed to all Residents and/or their families/substitute decision makers to allow them the opportunity to provide feedback and rate their satisfaction on items such as Resident programs, safety of the Lodges, cleanliness and menu variety (over 40 indicators in total).

The Administrator, Management Team, Family Council and Residents' Council are all involved in reviewing the survey, prior to distribution to allow for recommendations on additional questions. Results are also shared with these groups as well as frontline staff, and used to identify areas of strength and opportunities for improvement. The RSS is distributed in September each year and results for each year are compared to previous results in order to identify trends and areas where improvement or a decrease in satisfaction has occurred.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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The RSS was distributed to all (430) Lodge residents and their families in September 2016. A total of 165 or (38%) of surveys were returned and had been completed by either the resident and/or family member. This is consistent with return rates from previous years and in line with research which identifies a response rate of 30%-40% to be typical and acceptable for mail surveys.

Overall in 2016, the Lodges rated 94% for the question "Please indicate your overall rating of the Lodge as a place to live" and 95% for the question "I would recommend the home to family/friends".

Additional areas where the Lodges excelled included ratings for:

- (a) "Cleanliness of the home" - 97%;
- (b) "Efficiencies in dealing with finances" - 98%; and,
- (c) "Do you feel safe in the home" – 98%.

Between the Lodges, well over 90% also identified the Lodges as 'treating them with respect'; having excellent 'quality and variety of activities offered' and 'going the extra mile'.

Areas that were identified as opportunities to improve included: menu variety, the dining experience and ensuring that response rates stay at an acceptable and useful level. Both Lodges have developed plans to address any areas which can be improved upon and each department is committed to focus on one area where they can make additional gains over the next year. Family Council has also provided feedback and suggestions to help with this work.

The Resident Satisfaction Survey has provided staff at the Lodges with very positive feedback on the services and programs provided at both Lodges. The Lodges will continue to complete this survey annually, as it serves as an excellent tool to measure overall satisfaction of the residents and their families at both of the Lodges.