

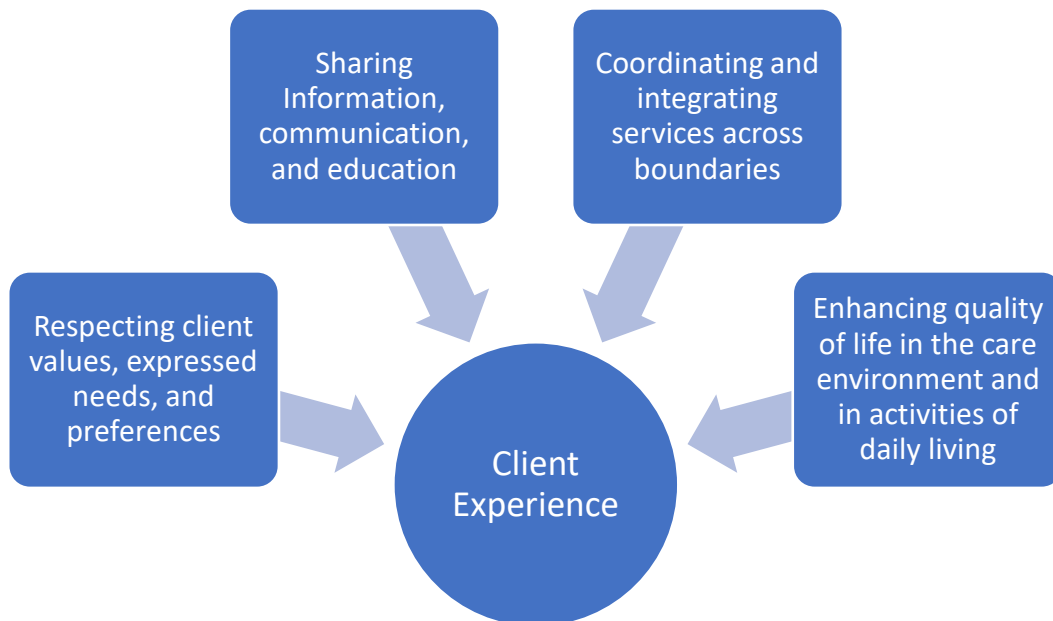
## ESS Services for Seniors Client Experience Survey

### Background

As part of our commitment to quality improvement at ESS Support Services, client experience surveys are distributed to all clients and/or caregivers on an annual basis. In March 2020, as we were preparing to distribute our surveys for 2019-2020, our efforts in survey distribution were interrupted by the COVID-19 pandemic. Fast forward to the spring of 2022, while our work in response to COVID-19 is on-going, we are beginning to look ahead. It is during this time that we began planning our client experience surveys.

As part of our COVID-19 recovery planning, this year's client experience surveys will take a staged approach, beginning with reaching out to our clients in the Assisted Living Program. This will be followed by surveying our clients in Transportation Services, then Adult Day Services. The last group of clients who will be surveyed will be those who access our Health and Wellness Programs (Seniors Lunch Program, Social Recreation, and Exercise Programs).

All surveys will be developed with questions that meet the four dimensions identified by Accreditation Canada<sup>1</sup> as critical in measuring client experience:



<sup>1</sup> Client Experience Guide, Accreditation Canada, 2016

In addition to questions exploring these 4 client experience dimensions, the following will also be included:

- Questions to gauge overall experience
- Demographic questions

### **A Summary of Exploring the Experience of Clients in our Assisted Living Programs**

In May 2022, client experience surveys were distributed to clients in our Assisted Living Program. This program is delivered at three distinct locations:

- Central King Seniors Residence – a total of 27 seniors received a survey
- Humbervale Seniors Residence – a total of 29 seniors received a survey
- Lutheran Lodge – a total of 38 seniors received a survey

A final total of 94 surveys were hand delivered by staff to these seniors. Stamped, return-address envelopes were also provided to help reinforce confidentiality of responses and to reduce any barriers associated with mailing costs.

We received 47 completed surveys, resulting in an overall response rate of 50%. The response rates for each location are as follows:

- Central King Seniors Residence – 22% response rate (6 surveys returned)
- Humbervale Seniors Residence – 62% response rate (18 surveys returned)
- Lutheran Lodge – 61% response rate (38 surveys returned)

Of those who completed the survey, 45 clients shared their gender:

- 80% identified as female
- 20% identified as male

And their reported ages are as follows:

Under 65	65 – 74	75 – 84	85 – 94	95 and over
2% (1)	11% (5)	36% (16)	42% (19)	9% (4)

Overall, the survey results confirm that clients accessing our Assisted Living Programs have positive experiences across all four dimensions of client experience, as defined by Accreditation Canada.

#### *Respecting client values, expressed needs, and preferences*

- ✓ 87 % of all clients report that they are “completed satisfied – satisfied” with the amount of input they have when discussing their service plans and care received at home from ESS

- ✓ 92% of all clients report that they are “completed satisfied – satisfied” that ESS treat them with courtesy and respect

*Sharing information, communication, and education*

- ✓ 89% of all clients report that ESS staff “definitely – for the most part” explain things in a way that is easy to understand

*Coordinating and integrating services across boundaries*

- ✓ 91% of clients, who asked for more support, report that ESS staff “always – usually” connect them to the help or additional services they have asked for

*Enhancing quality of life in the care environment and in activities of daily living*

- ✓ 85% of all clients report that they are “completed satisfied – satisfied” with the time of day their services are provided by ESS
- ✓ 89% of all clients report that they are “completed satisfied – satisfied” with the types of services received at home by ESS
- ✓ 86% of all clients report that ESS Personal Support Staff “always – usually” do every they can to make them feel comfortable in their own home

In addition to a positive client experience in all four dimensions:

- ✓ 93% all clients report that they are “completed satisfied – satisfied” with the overall support received from ESS
- ✓ 100% all clients report that they would “definitely – probably” recommend ESS Support Services to their friends and family
- ✓ 84% all clients report that with support at home from ESS, we are “definitely – for the most part” helping them stay in their own home and avoid moving into a nursing home

The complete survey results, including a comparison of experiences between the 3 Assisted Living locations, are attached to this report.

**Action Plans for Continuous Quality Improvement**

The survey results validate the compassion, commitment, and competence of the entire Assisted Living Program staff team. We are pleased to learn about the positive experience and high satisfaction among the clients in our Assisted Living Programs, and we are committed to continuous quality improvement in our program. The following Action Plans have been created with this goal to continuously strive to improve the experience of clients.

**Client Experience Dimension: Respecting client values, expressed needs, and preferences**

Related Survey Question	Action Plans	Timeline
<p>It is important that ESS staff give you opportunities to share your input, make comments and ask questions. Are you satisfied with the amount of input you have when discussing your service plan and the care you receive at home from ESS?</p>	<ul style="list-style-type: none"> <li>- Share results of 2022 Client Experience Survey with staff, clients, and families</li> <li>- Host community sessions and events at each Assisted Living site to provide a forum for clients and families to share feedback and ask questions</li> <li>- Enhance Case Manager training on Client &amp; Family Centred Care (involving clients in service planning, accommodating preferences, etc.)</li> <li>- Provide education and training to PSWs on how to engage clients in feedback during service provision to meet their needs and preferences, and respect their values</li> <li>- Distribute Client Experience Survey to all Assisted Living clients to provide a formal opportunity to share input and develop action plans to address concerns and gaps</li> </ul>	<p>August 2022</p> <p>A session to be held at each site by Dec 2022, and annually at minimum thereafter</p> <p>2023</p> <p>2023</p> <p>Spring 2023 and annually</p>

<b><u>Client Experience Dimension: Sharing information, communication, and education</u></b>		
<b>Related Survey Question</b>	<b>Action Plans</b>	<b>Timeline</b>
Do ESS staff explain things in a way that is easy to understand?	<ul style="list-style-type: none"> <li>- Provide training to ESS staff to improve communication skills</li> <li>- Collaborate with Marketing &amp; Promotions Specialist on creating, reviewing, and updating visual and written communications for clients and families</li> </ul>	<p>2023</p> <p>Ongoing</p>
<b><u>Client Experience Dimension: Coordinating and integrating services across boundaries</u></b>		
<b>Related Survey Question</b>	<b>Action Plans</b>	<b>Timeline</b>
In times when you have wanted more support, has ESS staff connected you to the help or additional services you have asked for?	<ul style="list-style-type: none"> <li>- Host community sessions and events at each Assisted Living site to share information about the services offered by the program as well as other programs and services offered by ESS and through other community organizations</li> </ul>	A session to be held at each site by Dec 2022, and annually at minimum thereafter
<b><u>Client Experience Dimension: Enhancing quality of life in the care environment and in activities of daily living</u></b>		
<b>Related Survey Question</b>	<b>Action Plans</b>	<b>Timeline</b>
Are you satisfied with the time of day your services are provided by ESS?	<ul style="list-style-type: none"> <li>- Share 'Internal Waitlist' information and procedures with clients and families</li> </ul>	By Dec 2022

For more information about this survey, its results and action plans, please contact Mariam Mahdi, Director of Residential Care and Case Management and / or Bozena Michalik, Director of Quality.

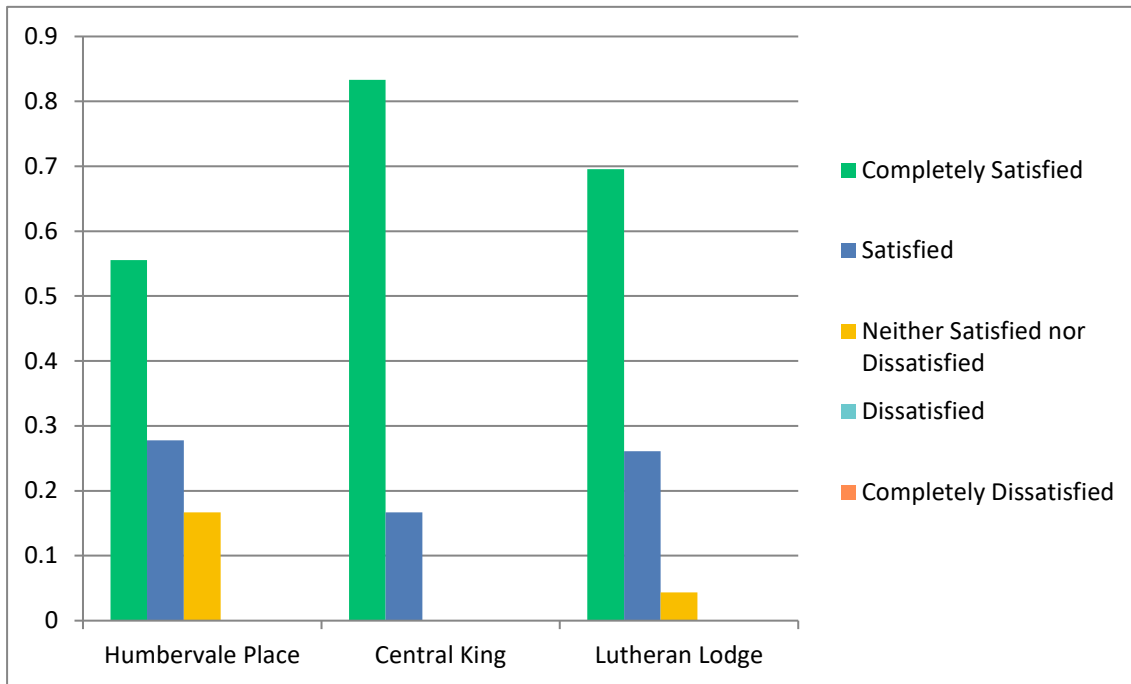
## 2022 ESS Client Experience Survey - Assisted Living Program

### Client Experience Dimension : Respecting client values, expressed needs, and preferences

It is important that ESS Staff treat you with courtesy and respect. Are you satisfied with how ESS staff treat you?

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Total
Humbervale Place	55.56% (10)	27.78% (5)	16.67% (3)	0% (0)	0% (0)	38.3% (18)
Central King	83.33% (5)	16.67% (1)	0% (0)	0% (0)	0% (0)	12.77% (6)
Lutheran Lodge	69.57% (16)	26.09% (6)	4.35% (1)	0% (0)	0% (0)	48.94% (23)
Total	65.96% (31)	25.53% (12)	8.51% (4)	0% (0)	0% (0)	100% (47)

Answered 47  
Skipped 0



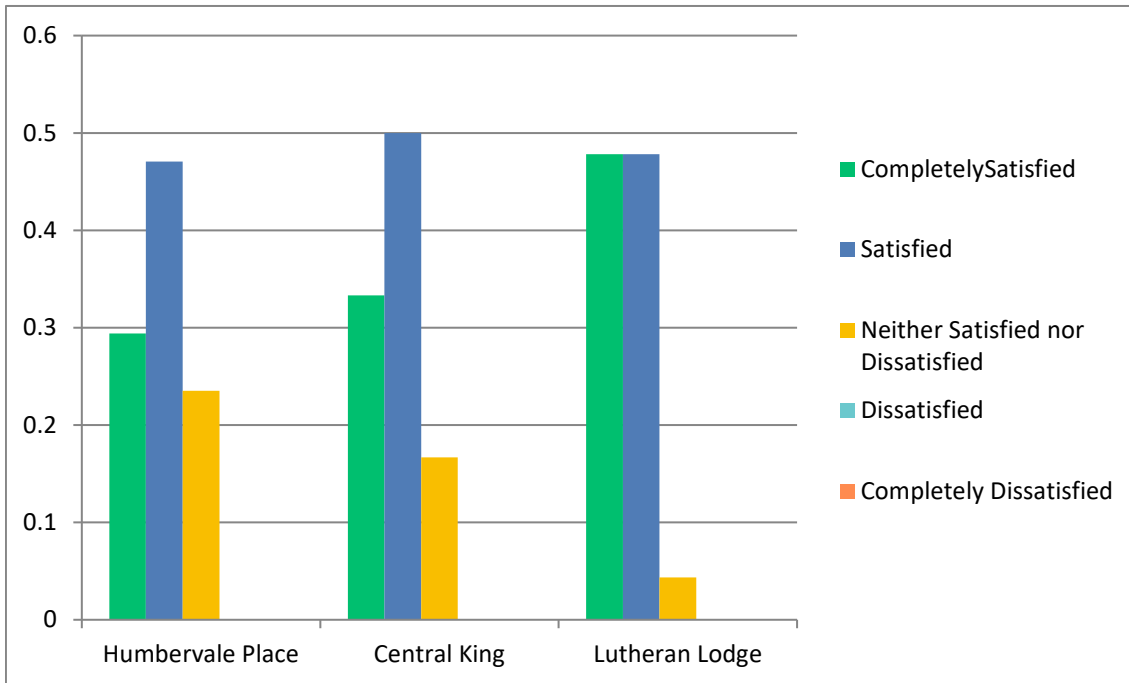
## 2022 ESS Client Experience Survey - Assisted Living Program

### Client Experience Dimension : Respecting client values, expressed needs, and preferences

It is important that ESS staff give you opportunities to share your input, make comments and ask questions. Are you satisfied with the amount of input you have when discussing your service plan and the care you receive at home from ESS?

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Total
Humbervale Place	29.41% (5)	47.06% (8)	23.53% (4)	0% (0)	0% (0)	36.96% (17)
Central King	33.33% (2)	50% (3)	16.67% (1)	0% (0)	0% (0)	13.04% (6)
Lutheran Lodge	47.83% (11)	47.83% (11)	4.35% (1)	0% (0)	0% (0)	50% (23)
Total	39.13% (18)	47.83% (22)	13.04% (6)	0% (0)	0% (0)	100% (46)

**Answered** 46  
**Skipped** 1



## 2022 ESS Client Experience Survey - Assisted Living Program

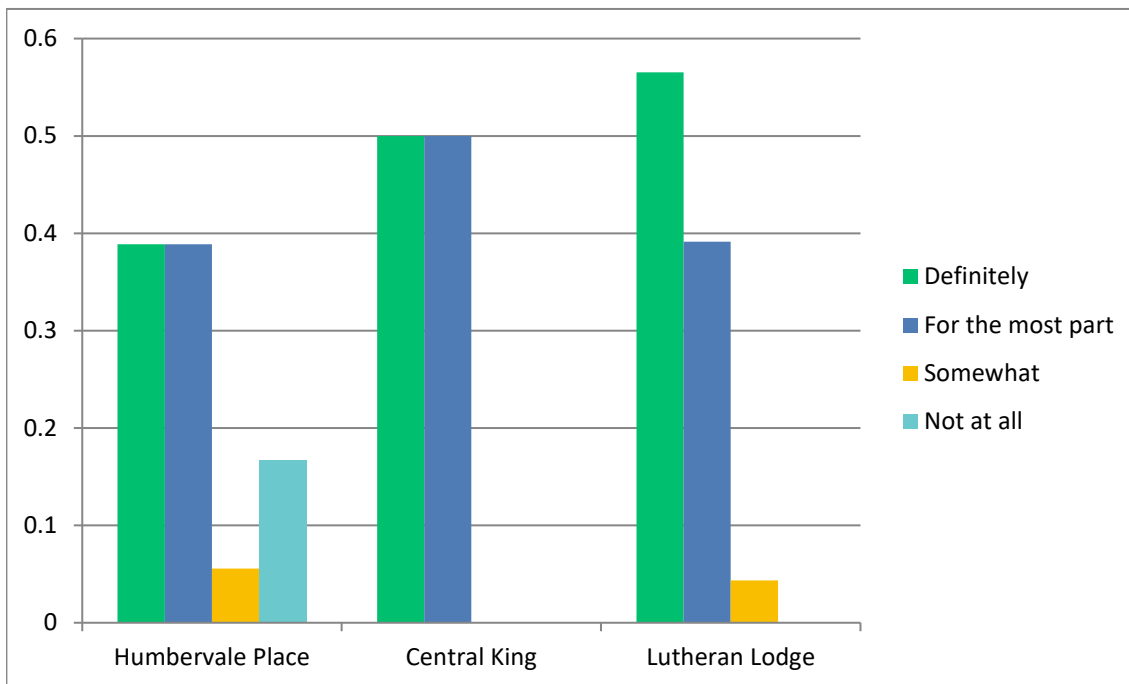
### Client Experience Dimension: Sharing information, communication and education

Do ESS staff explain things in a way that is easy to understand?

	Definitely	For the most part	Somewhat	Not at all	Total
Humbervale Place	38.89% (7)	38.89% (7)	5.56% (1)	16.67% (3)	38.3% (18)
Central King	50% (3)	50% (3)	0% (0)	0% (0)	12.77% (6)
Lutheran Lodge	56.52% (13)	39.13% (9)	4.35% (1)	0% (0)	48.94% (23)
Total	48.94% (23)	40.43% (19)	4.26% (2)	6.38% (3)	100% (47)

Answered  
Skipped

47  
0





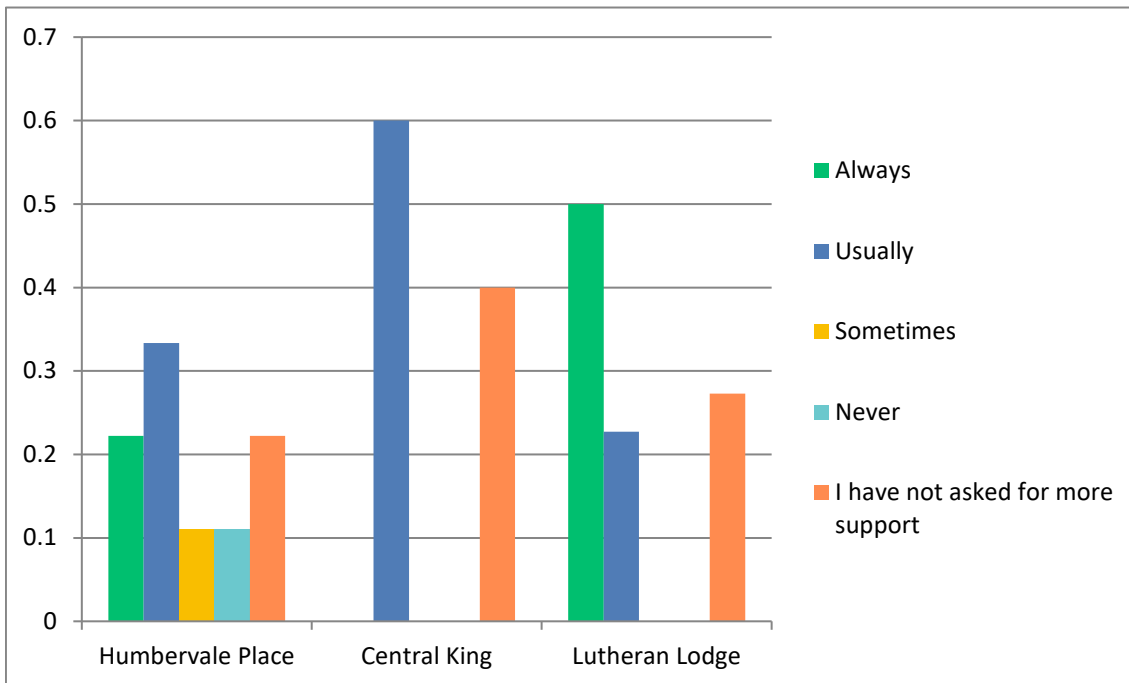
## 2022 ESS Client Experience Survey - Assisted Living Program

### Client Experience Dimension: Coordinating and integrating services across boundaries

In times when you have wanted more support, has ESS staff connected you to the help or additional services you have asked for?

	Always	Usually	Sometimes	Never	I have not asked for more support	Total
Humbervale Place	22.22% (4)	33.33% (6)	11.11% (2)	11.11% (2)	22.22% (4)	40% (18)
Central King	0% (0)	60% (3)	0% (0)	0% (0)	40% (2)	11.11% (5)
Lutheran Lodge	50% (11)	22.73% (5)	0% (0)	0% (0)	27.27% (6)	48.89% (22)
Total	33.33%	31.11%	4.44%	4.44%	26.67%	100.00%

**Answered** 45  
**Skipped** 2



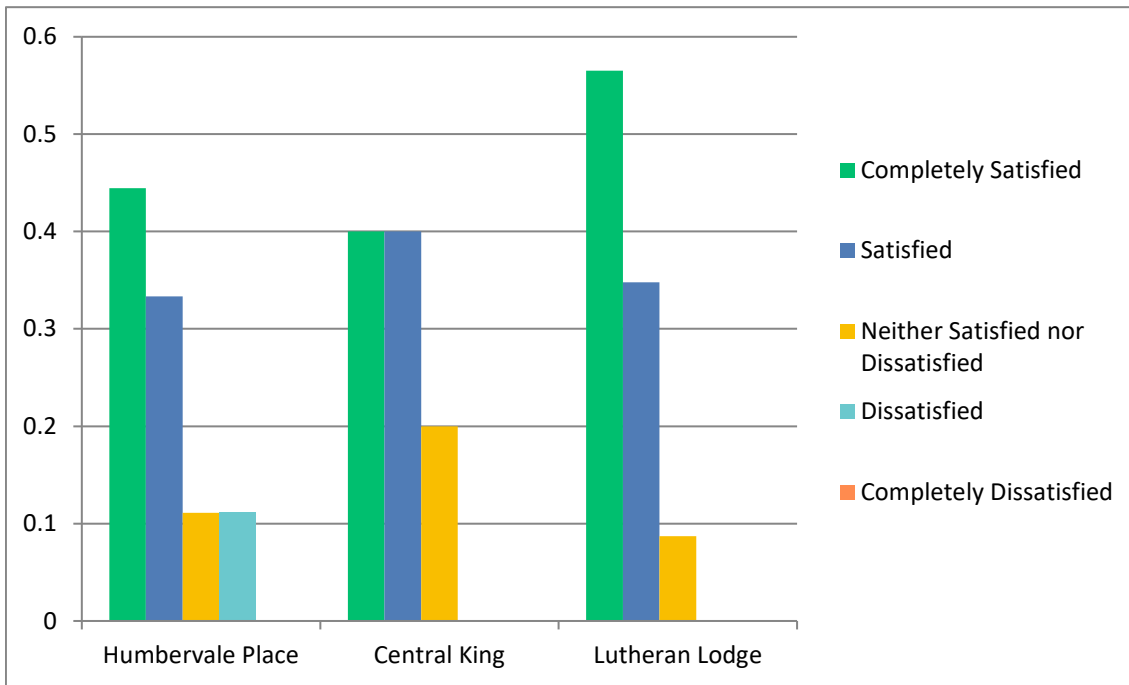
## 2022 ESS Client Experience Survey - Assisted Living Program

*Client Experience Dimension: Enhancing quality of life in the care environment and in activities of daily living*

**Are you satisfied with the time of day your services are provided by ESS?**

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Total
Humbervale Place	44.44% (8)	33.33% (6)	11.11% (2)	11.11% (2)	0% (0)	39.13% (18)
Central King	40% (2)	40% (2)	20% (1)	0% (0)	0% (0)	10.87% (5)
Lutheran Lodge	56.52% (13)	34.78% (8)	8.7% (2)	0% (0)	0% (0)	50% (23)
Total	50% (23)	34.78% (16)	10.87% (5)	4.35% (2)	0% (0)	100% (46)

**Answered** 46  
**Skipped** 1



## 2022 ESS Client Experience Survey - Assisted Living Program

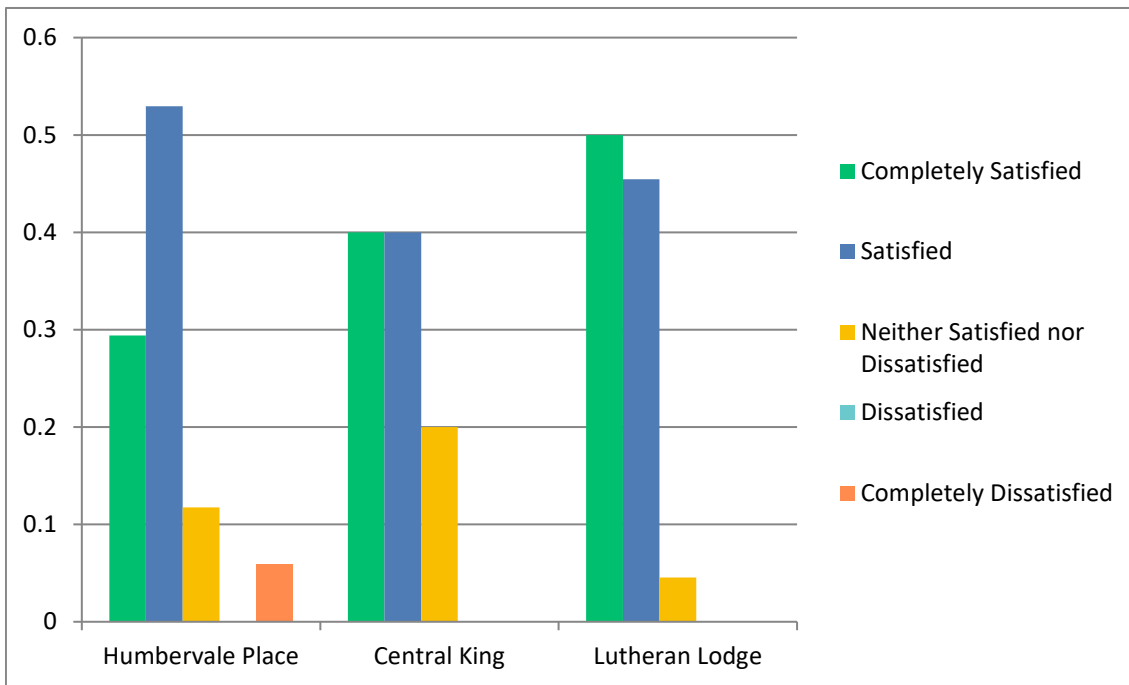
### Client Experience Dimension: Enhancing quality of life in the care environment and in activities of daily living

**Are you satisfied with the types of services you receive at home by ESS (for example, personal care, medication/meal assistance, security checks, emergency response)?**

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Total
Humbervale Place	29.41% (5)	52.94% (9)	11.76% (2)	0% (0)	5.88% (1)	38.64% (17)
Central King	40% (2)	40% (2)	20% (1)	0% (0)	0% (0)	11.36% (5)
Lutheran Lodge	50% (11)	45.45% (10)	4.55% (1)	0% (0)	0% (0)	50% (22)
Total	40.91% (18)	47.73% (21)	9.09% (4)	0% (0)	2.27% (1)	100% (44)

**Answered** 44

**Skipped** 3

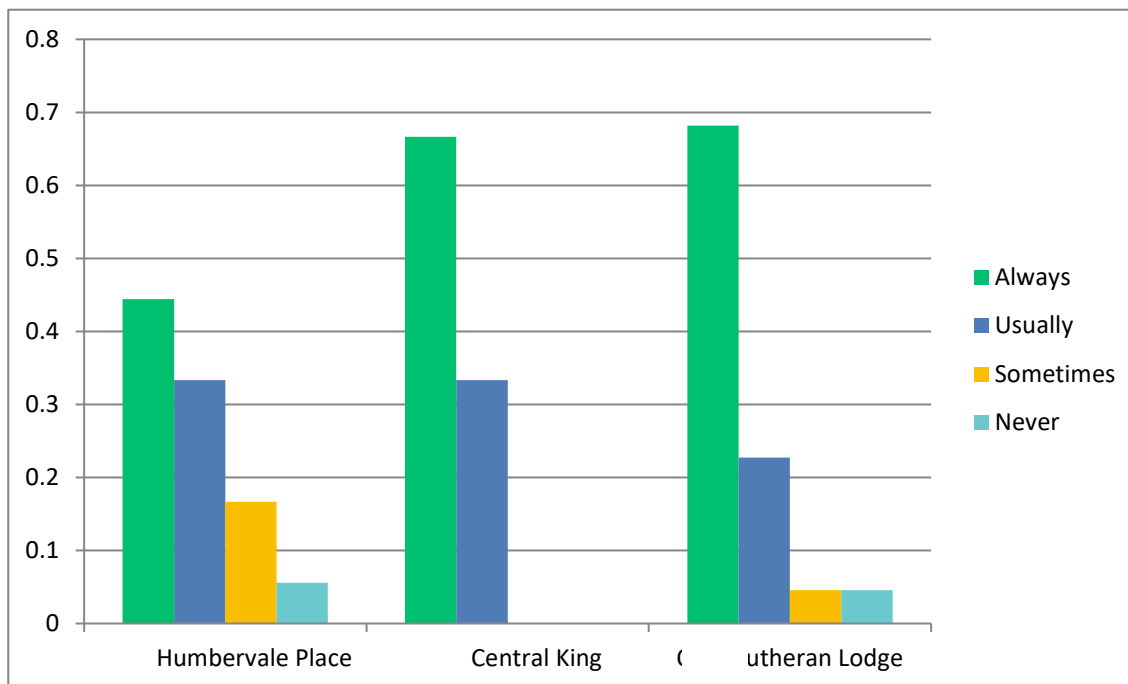


## 2022 ESS Client Experience Survey - Assisted Living Program

### ***Client Experience Dimension: Enhancing quality of life in the care environment and in activities of daily living***

**In your opinion, how often do ESS Personal Support Staff do everything they can to help you feel comfortable in your own home?**

	Always	Usually	Sometimes	Never	Total
Humbervale Place	44.44% (8)	33.33% (6)	16.67% (3)	5.56% (1)	41.86% (18)
Central King	66.67% (2)	33.33% (1)	0.00%	0.00%	6.98% (3)
Lutheran Lodge	68.18% (15)	22.73% (5)	4.55% (1)	4.55% (1)	51.16% (22)
<b>Total</b>	<b>58.14% (25)</b>	<b>27.91% (12)</b>	<b>9.3% (4)</b>	<b>4.65% (2)</b>	<b>100.00%</b>
				<b>Answered</b>	<b>43</b>
				<b>Skipped</b>	<b>4</b>



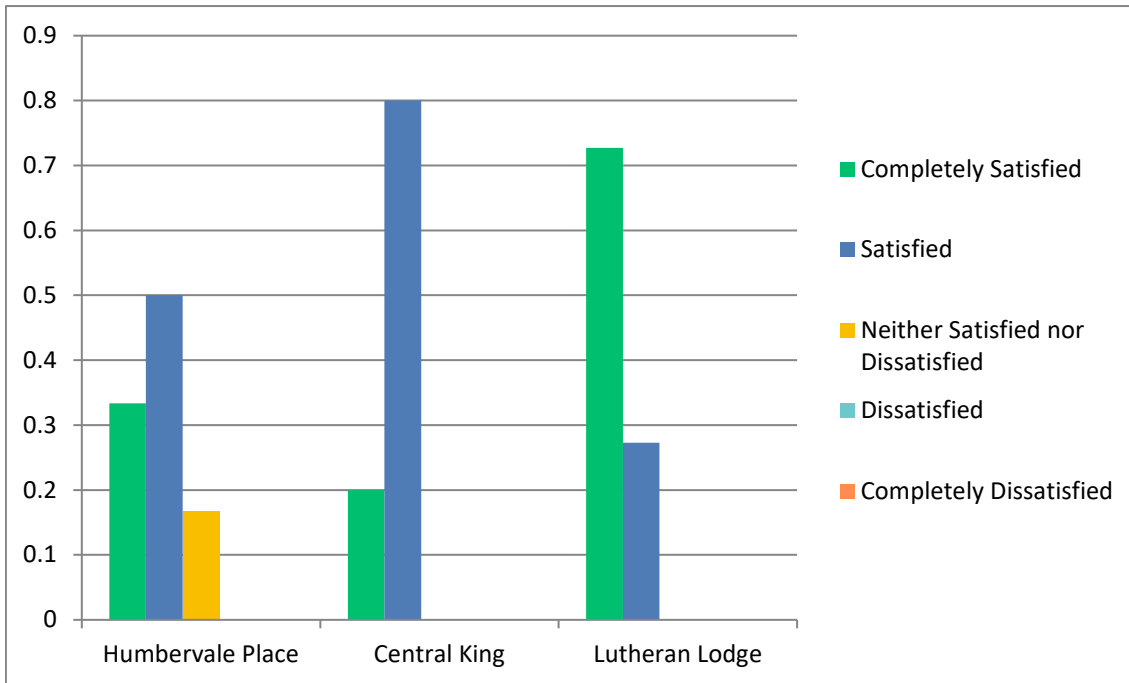
## 2022 ESS Client Experience Survey - Assisted Living Program

### Overall Experience

How satisfied are you with the overall support received from ESS Support Services?

	Completely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Completely Dissatisfied	Total
Humbervale Place	33.33% (6)	50% (9)	16.67% (3)	0% (0)	0% (0)	40% (18)
Central King	20% (1)	80% (4)	0% (0)	0% (0)	0% (0)	11.11% (5)
Lutheran Lodge	72.73% (16)	27.27% (6)	0% (0)	0% (0)	0% (0)	48.89% (22)
Total	51.11% (23)	42.22% (19)	6.67% (3)	0% (0)	0% (0)	100% (45)

**Answered** 45  
**Skipped** 2



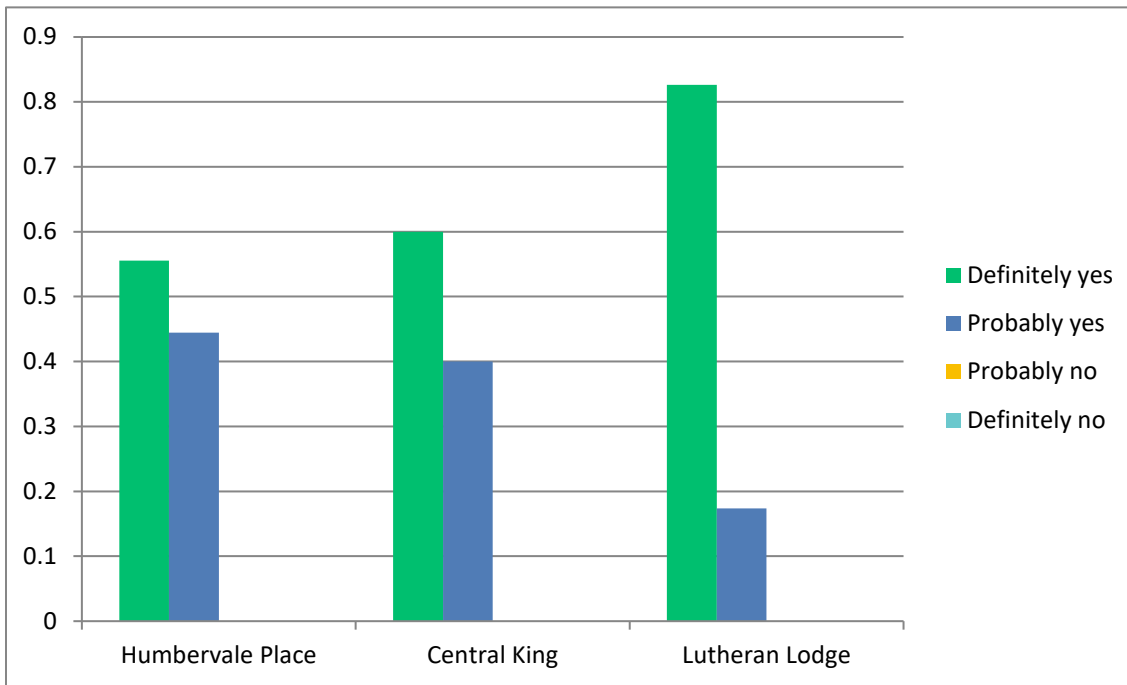
## 2022 ESS Client Experience Survey - Assisted Living Program

### Overall Experience

Would you recommend ESS Support Services to your friends and family?

	Definitely yes	Probably yes	Probably no	Definitely no	Total
Humbervale Place	55.56% (10)	44.44% (8)	0% (0)	0% (0)	39.13% (18)
Central King	60% (3)	40% (2)	0% (0)	0% (0)	10.87% (5)
Lutheran Lodge	82.61% (19)	17.39% (4)	0% (0)	0% (0)	50% (23)
Total	69.57% (32)	30.43% (14)	0% (0)	0% (0)	100% (46)

Answered 46  
Skipped 1



## 2022 ESS Client Experience Survey - Assisted Living Program

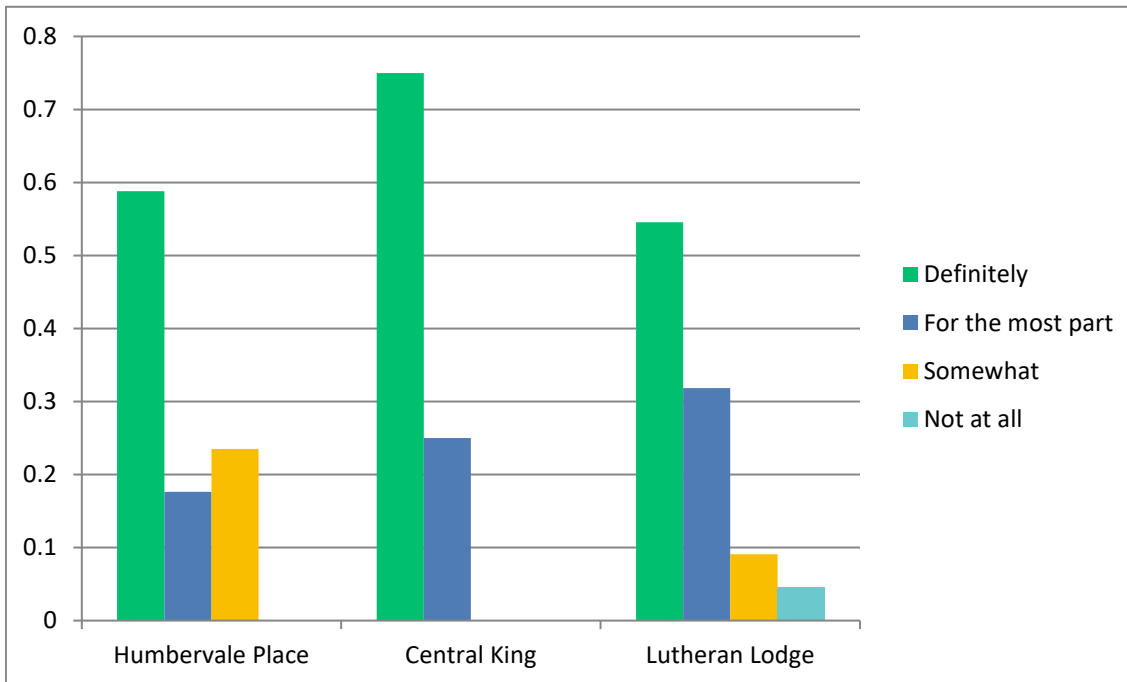
### Program Outcome

By receiving support at home from ESS, are we helping you stay in your own home and avoid moving into a nursing home?

	Definitely	For the most part	Somewhat	Not at all	Total
Humbervale Place	58.82% (10)	17.65% (3)	23.53% (4)	0% (0)	39.53% (17)
Central King	75% (3)	25% (1)	0% (0)	0% (0)	9.3% (4)
Lutheran Lodge	54.55% (12)	31.82% (7)	9.09% (2)	4.55% (1)	51.16% (22)
Total	58.14% (25)	25.58% (11)	13.95% (6)	2.33% (1)	100% (43)

Answered  
Skipped

43  
4



# 2022 ESS Client Experience Survey - Assisted Living Program

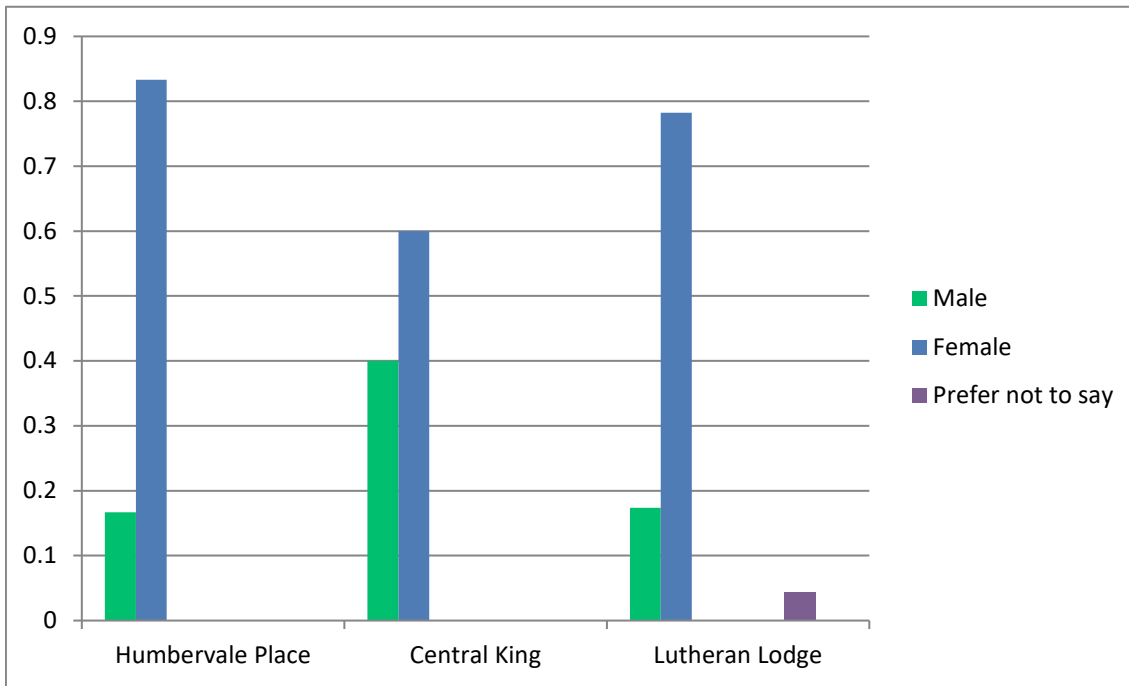
## Demographics

What is your gender?

	Male	Female	Prefer not to say	Total
Humbervale Place	16.67% (3)	83.33% (15)	0% (0)	39.13% (18)
Central King	40% (2)	60% (3)	0% (0)	10.87% (5)
Lutheran Lodge	17.39% (4)	78.26% (18)	4.35% (1)	50% (23)
Total	19.57% (9)	78.26% (36)	2.17% (1)	100% (46)

Answered  
Skipped

46  
1





# 2022 ESS Client Experience Survey - Assisted Living Program

## Demographics

What is your age?

	under 65	65 - 74	75 - 84	85 - 94	95 and over	Total
Humbervale Place	0% (0)	5.56% (1)	22.22% (4)	55.56% (10)	16.67% (3)	40% (18)
Central King	0% (0)	25% (1)	25% (1)	50% (2)	0% (0)	8.89% (4)
Lutheran Lodge	4.35% (1)	13.04% (3)	47.83% (11)	30.43% (7)	4.35% (1)	51.11% (23)
Total	2.22% (1)	11.11% (5)	35.56% (16)	42.22% (19)	8.89% (4)	100% (45)

**Answered**  
**Skipped**

45  
2

