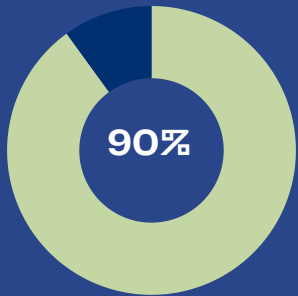


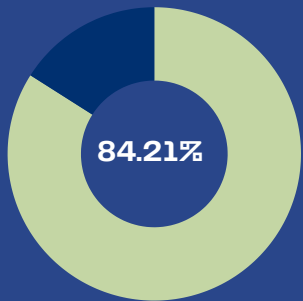
# Overnight Respite Pilot Survey Summary



Thank you for taking the time to complete our 2023-2024 Overnight Respite Client Experience Pilot Survey. We received 22 completed surveys in the 6 month duration of the pilot, resulting in a 31.4% response rate. We are pleased to share a summary of the survey results.



\* Sharing information, communication, and education  
**90% reported the staff 'definitely – for the most part' explained things in a way that was easy to understand**



\* Coordinating and integrating services across boundaries  
**84.21% reported they were 'completely satisfied – satisfied' with the help received to be admitted and get settled**

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

85%
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**85% reported the cleanliness of the centre was 'excellent – good'**

\* Program outcome / impact

95%
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**95% reported that the caregiver / family member was 'definitely – for the most part' able to get a break during the stay**

\* Overall Satisfaction

80%
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**80% reported they would 'definitely – for the most part' recommend ESS to others**

\* Respecting client values, expressed needs, and preferences

80%
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**80% reported they were 'completely satisfied – satisfied' with the opportunities to discuss the service plan and the care received**

The pilot survey results demonstrate the excellent care provided by the Overnight Respite staff team to our clients, and the incredibly positive impact the program has on caregivers. We are committed to continuous quality improvement in our program and action plans have been developed to improve the experiences of our clients and caregivers. To share your comments or questions, or to receive a copy of the survey results and action plans, please contact ESS at 416-243-0127.