



**DESIGNATED
SUPPORTIVE LIVING
RESIDENT EXPERIENCE
SURVEY REPORT**

Provincial Results

July 2017



Promoting and improving patient safety and health service quality across Alberta.

DOCUMENT COPYRIGHT

The Health Quality Council of Alberta holds copyright and intellectual property rights of this document. This document is licensed under a Creative Commons “Attribution-Non-Commercial-No Derivatives 4.0 International” license: <http://creativecommons.org/licenses/by-nc-nd/4.0/>



You may copy, distribute, or transmit only **unaltered** copies of the document. Attribution is required if content from this document is used as a resource or reference in another work that is created. Please contact the Health Quality Council of Alberta for more information (info@hqca.ca, 403.297.8162).

To reference this document, please use the following citation:

Health Quality Council of Alberta. Designated Supportive Living Resident Experience Survey. Provincial results. Calgary, Alberta, Canada: Health Quality Council of Alberta; July 2017.

TABLE OF CONTENTS

1.0	EXECUTIVE SUMMARY	1
2.0	BACKGROUND	5
2.1	Supportive living.....	5
2.2	HQCA's Supportive Living Resident Experience Survey	8
2.3	HQCA's Supportive Living Family Experience Survey.....	8
3.0	SURVEY PROCESS AND METHODOLOGY	9
3.1	The survey instrument	9
3.2	Survey protocol and sampling.....	9
3.3	Survey type and time frames	10
3.4	Response rates	10
3.5	Quantitative analytical approach.....	10
4.0	USING THE RESULTS AND OVERVIEW OF FINDINGS.....	12
4.1	A note on how to use results.....	12
4.2	Global Overall Care Rating and Dimensions of Care	12
4.3	Level of care	13
4.4	Facility size: number of supportive living beds.....	13
4.5	Geography: urban versus rural	13
4.6	Ownership type	13
4.7	Method for ordering facilities in Table 2	14
4.8	Significant differences across survey cycles.....	14
5.0	2016 AND 2013 FACILITY RESULTS	22
5.1	Interpreting tables	22
5.2	Global Overall Care Rating	23
5.3	Propensity to Recommend.....	28
5.4	Dimension of Care: Resident Environment.....	33
5.5	Dimension of Care: Facility Environment.....	38
5.6	Dimension of Care: Communication	43
5.7	Dimension of Care: Meals and Dining	48
5.8	Dimension of Care: Employee Responsiveness.....	53
5.9	Dimension of Care: Activities	58
5.10	Dimension of Care: Care and Services.....	63
5.11	Dimension of Care: Relationship with Employees	68
5.12	Dimension of Care: Choice	73
5.13	Dimension of Care: General Satisfaction	78
5.14	Dimension of Care: Laundry	83
5.15	Additional care questions.....	88
6.0	FACILITY CHARACTERISTICS	102
6.1	Level of care: SL3 versus SL4.....	102
6.2	Facility size: number of supportive living beds.....	103
6.3	Geography: urban versus rural	104
6.4	Ownership type	105
7.0	LIMITATIONS.....	106

APPENDICES	109
Appendix I: Paper version of survey tool.....	111
Appendix II: Survey process and methodology	120
Appendix II: Survey type	132
Appendix IV: Differences between 2016 survey and 2013 survey	134
Appendix V: Criteria for facility inclusion in 2016	136
Appendix VI: 2016 respondent characteristics	142
Appendix VII: 2016 and 2013 provincial and zone aggregated results	144
Appendix VIII: Summary of 2016 provincial and zone-level responses to individual survey questions.....	152
Appendix IX: Global Overall Care Rating regression models	169

1.0 EXECUTIVE SUMMARY

The *Designated Supportive Living Resident Experience Survey* was conducted by the Health Quality Council of Alberta (HQCA) in collaboration with Alberta Health (AH) and Alberta Health Services (AHS) and is a follow-up to the *Supportive Living Resident Experience Survey*, which surveyed residents in 2013. This report presents the findings from the 2016 survey, and is an overview of facility performance in 2016 from the residents' perspectives across Alberta. This information can be used to assess current performance relative to peers, and to consider changes over time. It can also be used to determine areas of strength and opportunities for improvement.

Survey process and methodology

Residents were surveyed using a modified version of the *Ohio Residential Care Facility Survey*. This is a 49-question instrument that assesses the resident's overall experience with a supportive living facility (i.e., Global Overall Care Rating) and whether they would recommend the facility (Propensity to Recommend). In addition, the survey comprised 11 Dimensions of Care., presented in order of decreasing strength of association with the Global Overall Care Rating:

- | | |
|----------------------------|--------------------------------|
| 1. Resident Environment | 7. Care and Services |
| 2. Facility Environment | 8. Relationship with Employees |
| 3. Communication | 9. Choice |
| 4. Meals and Dining | 10. General Satisfaction |
| 5. Employee Responsiveness | 11. Laundry |
| 6. Activities | |

Eligible respondents were identified using the interRAI™ Resident Assessment Instrument (RAI) obtained from AHS along with pre-defined exclusion criteria applied by facility staff and facility administrators. The questionnaire was completed either as: (1) a self-administered paper survey, or (2) an in-person administration of the survey tool. The response rate for this survey was 59 per cent.

The 2016 survey captured 835 more survey respondents and 44 more facilities than the 2013 survey. A total of 124 supportive living facilities are reported publically in this report. Overall, the voices of 2,870 residents are represented in this report.

Results

The results focus on the key measures of resident experience provincially, which include:

- Global Overall Care Rating
- Propensity to Recommend
- 11 Dimensions of Care

For these key measures, the higher the score or percentage, the more positive the experience. Facility-level factors were also considered, and include:

- Level of care
- Facility size
- Geography
- Ownership type

Global Overall Care Rating and Propensity to Recommend

The Global Overall Care Rating reflects residents' overall evaluation of their supportive living facility from 0 to 10 (with 0 being the worst care possible and 10 being the best). Provincially, the average facility Global Overall Care Rating for the province was 7.9 out of 10. Facility ratings were variable, however, with the lowest-rated facility scoring 6.0 out of 10, and the highest scoring 9.6 out of 10.

Overall, approximately 91 per cent of respondents would recommend the supportive living facility where they currently live. However, there was variation among the facilities throughout the province, with facilities having a recommendation percentage from a low of 38 per cent to a high of 100 per cent.

Dimensions of Care

The Global Overall Care Rating is influenced by 11 Dimensions of Care. Each Dimension of Care represents a set of questions or topics that share a similar conceptual theme. Furthermore, Dimensions of Care vary in their influence on residents' overall evaluation of a supportive living facility and are listed in decreasing priority and influence below:

- | | |
|----------------------------|--------------------------------|
| 1. Resident Environment | 7. Care and Services |
| 2. Facility Environment | 8. Relationship with Employees |
| 3. Communication | 9. Choice |
| 4. Meals and Dining | 10. General Satisfaction |
| 5. Employee Responsiveness | 11. Laundry |
| 6. Activities | |

The greatest gains provincially may be realized by focusing on the strongest influencers of the Global Overall Care Rating. Table 1 summarizes provincial averages for the 124 facilities included in the analyses for each Dimension of Care.

Each facility has its own unique areas of focus, which may differ from those identified for the province. These are highlighted in facility reports that have been provided to facilities that participated in the 2016 survey.

Table 1: Provincial summary - Dimensions of Care (N = 124 facilities)

Dimension of Care	Average facility score	Lowest facility score	Highest facility score
Resident Environment	92	79	99
Facility Environment	92	75	100
Communication	88	60	99
Meals and Dining	79	59	93
Employee Responsiveness	89	73	100
Activities	81	65	95
Care and Services	83	66	99
Relationship with Employees	92	79	100
Choice	89	74	99
General Satisfaction	86	57	99
Laundry	93	75	100

Level of care

Only residents in supportive living levels 3 (SL3) and 4 (SL4) were surveyed. In total, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures.

Facility size

Facility size was measured by the number of supportive living beds at each facility.¹ The results show that in general, Global Overall Care Rating and Dimension of Care scores are not significantly influenced by facility size, with the exception of the Dimensions of Care: Relationship with Employees, and Meals and Dining, where larger facilities on average have lower scores than smaller facilities.

Geography

Geography was also examined to determine its impact on residents' experience of care and services provided. Geography was based the facility's postal code, and is defined as:

- Urban areas: Cities of Calgary and Edmonton proper and surrounding commuter communities, and other major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- Rural areas: Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

The results show that in general, the Global Overall Care Rating and Dimension of Care scores are not influenced by geography.

¹ Data was obtained from AHS's bi-annual bed survey. Facilities included in the HQCA's analyses (N = 124) ranged in bed numbers from 9 to 252.

Ownership type

Three AHS-defined ownership models were examined to determine their impact on residents' experiences of care and services provided at a supportive living facility.² These ownership models are:

- AHS (public) – operated by or wholly owned subsidiary of AHS.
- Private – owned by a private for-profit organization.
- Voluntary – owned by a not-for-profit or faith-based organization.

While AHS-owned supportive living facilities consistently had more positive scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience.

Conclusion

Each individual facility has its own unique areas of excellence and those that can be considered for improvement, which may differ from those identified for the province. Facilities should refer to their facility report to better determine where to focus quality improvement efforts to best meet the needs of their own residents and their family members. Each facility report contains question-level results that can be used to inform quality improvement efforts.

Resident experience data alone should not be used to judge facility performance in the absence of other information such as level-of-need of the resident population, services provided, other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument*, complaints and concerns, accreditation, and compliance with provincial continuing care standards.

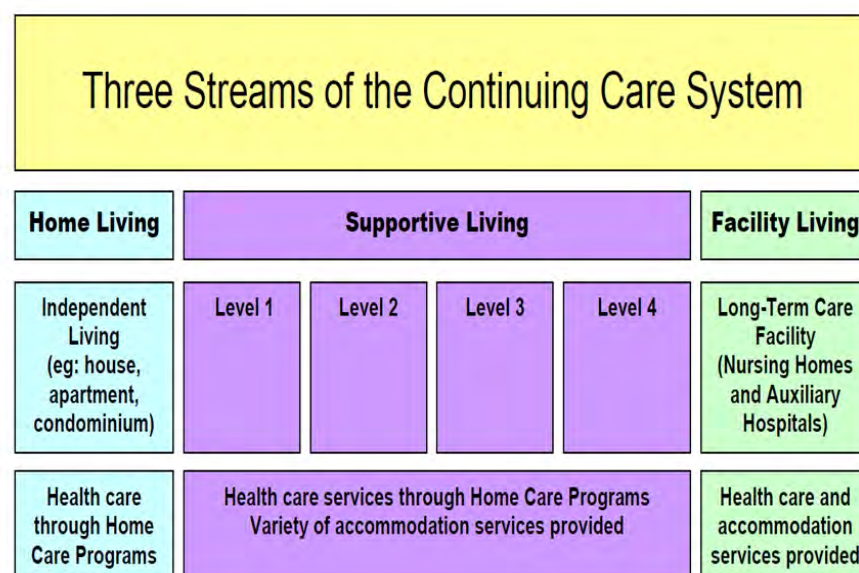
² It is recognized that there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, ownership models defined and categorized by AHS were used for reporting.

2.0 BACKGROUND

2.1 Supportive living³

Alberta's continuing care system provides Albertans of advanced age or disability with the healthcare, personal care, and accommodation services they need to support their daily activities, independence, and quality of life. There are three streams of continuing care in Alberta tailored to the clients' level of need and/or limitations: home care, supportive living, and facility living (Figure 1). Home care is provided to those still able to live independently; supportive living is provided in a shared accommodation setting recognizing different degrees of independence; and facility living includes long-term care facilities like nursing homes and auxiliary hospitals. The focus of this report is on levels 3 and 4 of the supportive living stream.

Figure 1: Three streams of the continuing care system ⁴



Supportive living is an option for individuals who want a maintenance-free environment, feel they are too isolated in their own home, or have more complex needs than those provided for by home care. To some extent, individuals can choose which supportive living option is right for them. Based on an assessment of their needs by Alberta Health Services (AHS), individuals may be eligible for a space or a room in publicly funded Designated Supportive Living (levels 3, 4 and 4D).⁵ Although services for assessed care needs are publicly funded, residents are generally responsible for paying for their room, meals, housekeeping, and other optional services. Supportive living facilities are not required to provide on-site 24-hour registered nurses or regularly scheduled visits by physicians.

³ For more information, see <http://www.health.alberta.ca/services/continuing-care-system.html>

⁴ Continuing Care Standards 2016: <http://www.health.alberta.ca/services/supportive-living-guide.html>

⁵ Designated Assisted Living or Designated Supportive Living refers to designated rooms in the supportive living stream that are operated under contract with AHS. Individuals are assessed and placed by AHS based on an individual's healthcare needs.

The four defined levels in the *Supportive Living* stream⁶ are:

- **Supportive Living Level 1 (SL1):** This level of care is also referred to as Residential Living and is designed for individuals who are independent, can manage most daily tasks, and are responsible for making decisions around their day-to-day activities. Publicly funded home care may be provided, but there is no on-site 24-hour staffing.
- **Supportive Living Level 2 (SL2):** This level of care is also referred to as Lodge Living and is designed for individuals who are generally independent (e.g., can manage some daily tasks), and can arrange, manage, and/or direct their own care. Publicly funded home care may be continually provided, but there is no on-site 24-hour staffing.
- **Supportive Living Level 3 (SL3):** This level of care is for individuals whose medical condition is stable and appropriately managed without 24-hour on-site nursing staff, but who have limited independence. These individuals need help with many tasks and/or decision-making in day-to-day activities. Personal care at this level is generally provided within a set schedule; however, unscheduled personal assistance may also be provided. Publicly funded scheduled home care may be provided, and trained and certified healthcare aide staff are on-site on a 24-hour basis (registered nurse on-call).
- **Supportive Living Level 4 (SL4):** This level of care is also referred to as Enhanced Assisted Living and is for individuals with more complex medical conditions. These individuals tend to have very limited independence, have significant limitations, and need help with most or all tasks, as well as decisions about day-to-day activities. Publicly funded scheduled home care may be provided, and a trained licensed practical nurse and/or healthcare aide is on-site on a 24-hour basis.
- **Supportive Living Level 4 Dementia (SL4-D):** This level of care is a subset of SL4 and is designed for persons who have significant limitations due to dementia.

The focus of this report and the results presented are for Designated Supportive Living (levels 3 and 4).

As of September 2016, there are nearly 10,000 publicly funded beds dedicated to designated supportive living in Alberta. Supportive living facilities are operated under three ownership models (AHS, private, and voluntary).⁷ All are required to adhere to provincial standards to ensure residents are in a safe and comfortable environment and receive quality services. These standards are described in Box A, and include: The Continuing Care Health Service Standards,⁸ The Supportive Living Accommodation Standards and Checklist,⁹ Supportive Living Accommodation Licensing Act,¹⁰ and Admission Guidelines for Publicly Funded Continuing Care Living Options.¹¹ These standards are referenced throughout the

⁶ For more information, see <http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf>

⁷ The facility categorization is based on AHS definitions.

⁸ Continuing Care Health Service Standards. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2016.pdf>

⁹ Supportive Living Accommodation Standards and Checklist. More information can be found here: <http://www.health.alberta.ca/documents/CC-Supportive-Living-Standards-2010.pdf>

¹⁰ Licensing and accommodation standards: <http://www.health.alberta.ca/services/supportive-living.html>

¹¹ Admission Guidelines for Publicly Funded Continuing Care Living Options. More information can be found here: <http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf>

report. The purpose of referring to these standards is not to suggest where supportive living facilities may or may not be in compliance with standards, but rather to provide context. Resident observations and perceptions are not sufficient to evaluate a facility's compliance with a specific standard in the absence of further study.

Box A: Standards

Continuing Care Health Service Standards: The Continuing Care Health Service Standards (CCHSS) are a legislated requirement of operators pursuant to the *Nursing Homes General Regulation* and under the *Nursing Homes Act*, the *Co-ordinated Home Care Program Regulation* under the *Public Health Act* and pursuant to a ministerial directive under the *Regional Health Authorities Act*. The CCHSS set the minimum requirement that operators in the continuing care system must comply with in the provision of healthcare.

Supportive Living Accommodation Standards and Checklist: The Alberta government sets provincial accommodation standards, and monitors compliance to the standards through annual site inspections. The standards apply to accommodation and related services such as facility maintenance, meals, housekeeping, and areas that impact a resident's safety and security. Each accommodation is inspected at least once a year, and more often if required. An operator must meet all accommodation standards to achieve compliance.

Supportive Living Accommodation Licensing Act: All supportive living accommodations must be licensed when the operator provides permanent accommodation to four or more adults and the operator provides or arranges for services related to safety and security of the residents as well as at least one meal a day or housekeeping services.

Admission Guidelines for Publicly Funded Continuing Care Living Options: The intent of the Alberta Health Services Living Option guidelines is to provide a set of support tools to assist with consistent living option decisions in relation to supportive living levels 3 and 4 and long-term care.

2.2 HQCA's Supportive Living Resident Experience Survey

The HQCA conducted the *2016 Supportive Living Resident Experience Survey* in collaboration with AHS and Alberta Health (AH). The survey assists providers in meeting Continuing Care Health Service Standard 19.0 that requires operators have processes to gather client and family experience feedback regarding the quality of care and service provided.¹²

The 2016 survey is the second iteration of the survey, the previous iteration was in 2013.¹³

2.2.1 Purpose

The overall purpose of the survey was to obtain feedback from residents about the quality of care and services they receive at supportive living facilities across Alberta. This is used to describe the current state of supportive living from the residents' perspective and to provide supportive living facilities and other stakeholders with information that can be used for ongoing quality monitoring and improvement.

2.2.2 Objectives

The objectives of the survey were to:

- Conduct a follow-up to the previous iteration of the *HQCA's Supportive Living Resident Experience Survey*.
- Identify potential improvement opportunities and report on best practices at supportive living facilities across Alberta to inform quality improvement efforts.

2.3 HQCA's Supportive Living Family Experience Survey

Concurrent to the resident experience survey, the HQCA conducted a family experience survey, which surveyed family members of residents in supportive living facilities via mail-in paper and on-line surveys. The results of this survey can be found in a separate report, the *HQCA's Supportive Living Family Experience Survey*.¹⁴

¹² Continuing Care Health Service Standards, standard 19.0: Quality improvement reporting. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2016.pdf>

¹³ Data collection period of the previous cycle was from April to September 2013.

¹⁴ <http://hqca.ca/surveys/supportive-living-family-resident-experience-survey/>

3.0 SURVEY PROCESS AND METHODOLOGY

3.1 The survey instrument

Residents of supportive living facilities were surveyed using the *Ohio Residential Care Facility Survey* (Appendix I) developed by the Scripps Gerontology Centre and funded by the Ohio Department of Aging. This is a 49-question instrument that assesses the resident's overall experience with a supportive living facility (i.e., Global Overall Care Rating), whether they would recommend the facility (Propensity to Recommend), along with 11 Dimensions of Care.

3.1.1 Additional care questions

As a result of findings in the literature and consultation with stakeholders, the HQCA has included eight additional questions related to care and services (Appendix I). The purpose of the additional care questions was to assess aspects of care not captured in the questions that make up the Dimensions of Care, but are also important to the experiences of residents, for example transportation to and from medical appointments. These questions were constructed with response and wording consistent with the core instrument where applicable.

3.2 Survey protocol and sampling

The survey was conducted as a census of all eligible designated supportive living residents. Eligible respondents were identified using a compiled database obtained from AHS and confirmed by on-site facility staff. Eligibility to participate in the survey was based on both administrative information and consultation with on-site facility staff. The following individuals were excluded:

- Residents living in personal care homes (SL1); group or family care homes or lodges (SL2); special care homes (including mental health support homes and long-term care-only facilities); SL4-dementia residents.
- Facilities in which the majority of residents do not speak English (English was not the first language in the facility).
- Residents who were too ill, in hospital, in palliative care, or had a condition that would be a barrier to participation.
- Residents who lived in the facility for less than one month or were a transitional resident.
- Residents with a cognitive performance score (CPS) of 5 to 6 (severe impairment or very severe impairment).
- Residents who, from the on-site facility staff's perspective, would not be able to complete a paper survey on their own or with an interviewer for the following reasons:
 - Moderate to severe cognitive impairment.
 - Language barrier.
 - Legally blind AND hard of hearing.
 - Residents posed a risk of harm to the interviewer.

3.3 Survey type and time frames

Survey data collection was from May to December 2016. The questionnaire was completed either as: (1) a self-administered paper survey, or (2) an in-person administration of the survey (referred to in this report as “in-person interview”). RAI data and feedback from on-site facility staff was used to assign residents to either a self-administered paper survey or to in-person interview.¹⁵ During facility visits, priority was given to providing residents with paper surveys; however, an in-person interview was offered to those who met the following criteria:

- A CPS score of 2, 3 or 4 (moderate to moderate-severe impairment).¹⁶
- Residents with CPS of 0 or 1 (intact to borderline intact cognition) and a vision assessment score of 3 to 4 (highly to severely impaired) or no vision assessment.

To accommodate resident preference, eligible residents were also provided with the option of choosing the alternate type of survey at the time of the facility visit.

Paper surveys were also mailed directly to residents in remote facilities.¹⁷ Completed paper surveys were accepted from May to December 2016.

3.3.1 Enacted personal directives

Residents with enacted personal directives (as identified by facility staff) were not surveyed unless facility staff or HQCA staff obtained consent from the resident’s agent. Otherwise, a survey package was sent to the resident’s agent requesting the resident’s participation. If the agent consented, the agent delivered the survey package to the resident to complete. For more details, see Appendix II.

3.4 Response rates

The overall response rate for the survey was 59 per cent; 2,870 out of a possible 4,850 eligible residents completed the survey. Nearly two-thirds of completed surveys were via in-person interview (1,885 of 2,870). For a breakdown of sampling, see Appendix II.

3.5 Quantitative analytical approach

To maximize the reliability of facility-level results and to maintain respondent anonymity, a facility’s data was included in facility-level analyses only if:

- The facility yielded five or more respondents AND
- The facility response margin of error was equal to or less than 10 per cent and/or the facility had a response rate of over 50 per cent among eligible respondents.

¹⁵ The decision to implement a dual-modality survey delivery protocol was informed by a pilot study that found in general there were no significant differences in response to survey questions based on survey type used, which supported treating both paper survey and in-person interviews as equally valid modes for completing the survey. For a similar analysis, see Appendix III.

¹⁶ The previous survey used a CPS criterion of 3 or 4 to qualify for an in-person interview. This was changed for the current iteration of the survey, as the HQCA has learned from interviewing clients with similar cognitive performance scores for the *Home Care Client Experience Survey* that many with a CPS of 2 can have difficulty answering a paper survey on their own and were thus included for the in-person interview.

¹⁷ Remote facilities are defined as facilities greater than 225 km away from any of the following locations: Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge.

As a result, 124 of the 156 participating facilities were included in the facility-level analyses. For more details on the determination of facility sample reliability and a list of facility response rates and sample margin of errors, see Appendix V.

To conserve data from facilities that did not meet the above inclusion criteria, responses from all participating facilities (N = 156) were included in aggregate descriptive analyses of AHS zone and provincial results where appropriate (see Appendix VIII which includes data from all facilities).¹⁸

For this report, a test was deemed statistically significant if the probability of the event occurring by chance alone was less than or equal to one per cent ($p \leq 0.01$).

3.5.1 Dimensions of Care

Each Dimension of Care represents a set of questions or topics that share a similar conceptual theme. Dimension of Care scores were computed by summarizing all the items within a Dimension into an average score on a 0 to 100 scale, where 0 was the least positive and 100 was the most positive response (for detailed methodology, see Appendix II). A Dimension of Care score was generated for all respondents who answered a minimum number of questions within the Dimension of Care.¹⁹

For complete question-level results, see Appendix VIII.

3.5.2 Modelling

A regression model was constructed to examine the relative influence of each Dimension of Care on the Global Overall Care Rating. This analysis showed a significant association between the Dimensions of Care and the Global Overall Care Rating (for detailed results, see Appendix IX) and are listed below in order of decreasing strength of association:

- | | |
|----------------------------|--------------------------------|
| 1. Resident Environment | 7. Care and Services |
| 2. Facility Environment | 8. Relationship with Employees |
| 3. Communication | 9. Choice |
| 4. Meals and Dining | 10. General Satisfaction |
| 5. Employee Responsiveness | 11. Laundry |
| 6. Activities | |

Within this report, results are presented as ordered above.²⁰

¹⁸ Included facilities account for 92 per cent of all respondents (2,635 of 2,870 respondents) and 88 per cent of all eligible respondents (4,257 of 4,850 respondents). Unless otherwise stated, all analyses in this report are based *only* on those facilities that met the inclusion criteria (124 of 156 participating facilities in 2016).

¹⁹ N-2 criterion is the standard minimum question criterion for the Ohio tool.

²⁰ Note that Dimensions 7 to 9 are ordered here based on the strength of association with the Global Overall Care Rating, however the association was not statistically significant. In addition, General Satisfaction was not included in modelling given that the dimension addressed topics of general experience which Global Overall Care Rating already addresses. Dimension of Care Laundry could not be feasibly included in modelling given that the number of respondents greatly restricted the sample.

4.0 USING THE RESULTS AND OVERVIEW OF FINDINGS

4.1 A note on how to use results

The focus of this report is to describe the current state of supportive living from the resident's perspective and to compare results with peers and the previous survey iteration.²¹ The report presents Dimensions of Care as factors that drive the Global Overall Care Rating. The Dimensions of Care can be used to identify improvement opportunities and best practices at supportive living facilities across Alberta.

Other factors can contribute to residents' experience at a facility. Ultimately, these results are intended to guide reflection on performance and assist to identify quality improvement opportunities. Resident experience alone should not be used to assess facility performance in the absence of other information, such as facility demographics (i.e., average age of residents and percentage male/female), level-of-need of the resident population, and other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument* (RAI), complaints and concerns, accreditation results, and compliance with provincial continuing care standards.

This report provides a single perspective of several possible interpretations of these findings. Supportive living providers and other stakeholders may choose to examine and interpret the findings differently. While being mindful of the limitations of the data, there are a number of ways the results can be interpreted and used.

It is important to note that while significance testing can identify where there has been a mathematical change, this does not necessarily indicate a change in performance especially when there are only two survey cycles. The information in this report should not be used in isolation, but with other sources of information, as stated above. In addition, results that did not show any statistically significant change or difference may still be important.

Table 2 provides a summary of facility-level results based on the Dimensions of Care, Propensity to Recommend, and Global Overall Care Rating for each facility. In addition, to provide context other variables were included such as geography, facility size (number of supportive living beds), number of respondents, level of care, and ownership type.

4.2 Global Overall Care Rating and Dimensions of Care

The Global Overall Care Rating reflects a respondent's overall experience with a supportive living facility. This is a single item measure intended to reflect a respondent's summative opinion about the facility.

Propensity to Recommend is a single question reflecting whether the respondent would recommend the facility to someone needing supportive living care.

In contrast, each Dimension of Care represents respondents' experiences with *specific* aspects of care at the facility such as activities, the facility environment, and relationship with employees.

²¹ A number of changes to the current report were made to emphasize that improvement opportunities must be identified and addressed at the facility level. For more details, see Appendix IV.

4.3 Level of care

In total, among the 124 eligible facilities, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures (see Section 6.1 for more information). For Table 2, some facilities also have SL4D residents; however, this category is not reported, as these residents were excluded from the survey.

4.4 Facility size: number of supportive living beds

Facility size was measured by the number of supportive living beds at each facility.²² This data was collected from AHS at the time of survey rollout (March 2016). The results show that in general, Global Overall Care Rating and Dimension of Care scores are not significantly influenced by facility size, with exception to the Dimensions of Care: Relationship with Employees, and Meals and Dining, where larger facilities on average have lower scores than smaller facilities. For more information, see Section 6.2.

4.5 Geography: urban versus rural

Geography was based on the facility's postal code, and are defined as:

- Urban areas: Cities of Calgary and Edmonton proper and surrounding commuter communities, and other major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- Rural areas: Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

The results show that in general, Global Overall Care Rating and Dimension of Care scores are not influenced by geographic area. For more information, see Section 6.3.

4.6 Ownership type

Three AHS-defined ownership models were examined to determine their impact on the residents' experiences of the care and services provided at a supportive living facility.²³ These three ownership models are:

- AHS (public) – operated by or wholly owned subsidiary of AHS.
- Private – owned by a private for-profit organization.
- Voluntary – owned by a not-for-profit or faith-based organization.

²² Data was obtained from AHS's bi-annual bed survey. Facilities included in the HQCA's analyses (N = 124) ranged from having 9 supportive living beds to 252 supportive living beds.

²³ It is recognized there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, the ownership models defined and categorized by AHS were used for reporting.

While AHS consistently had higher facility-level scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience. For more information, see Section 6.4.

4.7 Method for ordering facilities in Table 2

Facilities are grouped by AHS zone and ordered by performance on the Dimensions of Care only, and not the Global Overall Care Rating. This was done to prioritize aspects of care that facilities potentially have an opportunity to directly impact. In addition, only six of the 11 Dimensions of Care were used to rank-order facilities, as these six Dimensions of Care were found to be significant factors that influence the Global Overall Care Rating (Appendix IX). Overall order was determined using the following steps:

1. In each AHS zone, facilities were rank-ordered within each Dimension of Care among the six Dimensions of Care found to be significant factors of Global Overall Care Ratings:

2. Resident Environment	5. Meals and Dining
3. Facility Environment	6. Employee Responsiveness
4. Communication	7. Activities
2. Next, based on the ranks calculated above, a “weighted average” rank was computed that averaged all Dimension of Care ranks, with each individual rank weighted by how strongly each Dimension relates to the Global Overall Care Rating. As a result, facilities that consistently have very positive scores across Dimensions of Care will in turn have a very high rank.²⁴

It is important to note that facility ranking should not be compared from year to year as facility participation varied across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

4.8 Statistically significant differences across survey cycles

While only 2016 data is presented in Table 2, statistical tests were conducted to test significant differences across survey cycles. A significance of $p \leq 0.01$ was used for all comparison tests. Significant differences are indicated by the following shading rules:

- When the 2016 facility score is shaded **GREEN** this indicates that the 2016 score is significantly HIGHER than the 2013 score.
- When the 2016 facility score is shaded **RED** this indicates that the 2016 score is significantly LOWER than the 2013 score.
- No shade: 2016 and 2013 scores do not significantly differ.

As noted in Section 4.1 above, while statistical significance may help identify potential improvement opportunities, comparing two data points (i.e., survey cycles) may not indicate a clinically significant change. In addition, results that did not show any statistically significant change or difference may still be important.

²⁴ Taking a simple average of the six ranks, and therefore unweighted, the correlation coefficient between the weighted and unweighted ranks was 0.967. The correlation between the weighted rank and global overall care rating was -0.643.

Table 2: Summary of facility results

Order	Calgary Zone (N = 23 facilities)	Dimensions of Care										Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type	
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction								Laundry
1	McKenzie Towne Retirement Residence	96	99	97	90	99	89	97	100	98	99	100	9.4	100	Urban	42	9	SL4	Priv
2	Aspen Ridge Lodge	94	97	96	88	98	95	89	98	95	95	92	8.8	100	Rural	30	11	SL4	Vol
3	Whitehorn Village Retirement Community	95	98	91	84	93	90	89	96	91	91	99	7.6	95	Urban	53	21	SL4	Priv
4	Revera Heartland	93	95	92	85	92	87	88	97	95	88	90	8.0	89	Urban	40	28	SL4	Priv
5	Silver Willow Lodge	94	97	92	83	90	83	89	97	83	93	95	8.2	100	Rural	38	14	Both	Priv
6	Evanston Grand Village	95	95	90	81	88	80	86	92	93	89	97	8.0	89	Urban	102	27	SL4	Priv
7	Prince of Peace Manor	94	96	89	84	87	86	82	93	91	91	100	7.8	93	Urban	30	15	SL4	Vol
8	Tudor Manor	95	97	86	75	87	83	86	92	89	90	88	8.2	94	Urban	152	35	SL4	Vol
9	Carewest Colonel Belcher	94	94	93	86	83	86	77	87	87	93	83	7.9	100	Urban	30	18	SL4	AHS
10	Edgemont Retirement Residence	91	93	91	83	93	88	85	92	97	91	100	8.3	93	Urban	31	16	SL4	Priv
11	AgeCare Sagewood	92	94	89	73	91	84	84	93	92	86	96	7.4	97	Rural	130	37	SL4	Priv
12	AgeCare Seton	92	94	90	78	90	83	84	93	89	90	95	8.0	98	Urban	252	94	SL4	Priv
13	Wentworth Manor	93	93	89	75	88	88	84	91	91	88	95	8.0	96	Urban	57	24	SL4	Vol
14	Bethany Didsbury	93	95	87	76	82	83	86	94	87	84	86	8.2	95	Rural	100	24	SL4	Vol
15	St. Marguerite Manor	93	92	91	75	89	83	86	94	92	89	94	7.9	95	Urban	102	43	SL4	Vol
16	Carewest Nickle House	92	92	84	87	81	88	83	89	74	91	90	7.9	86	Urban	10	8	SL4	AHS
17	Scenic Acres Retirement Residence	91	91	87	87	88	85	78	93	91	93	100	8.0	100	Urban	26	11	SL4	Priv
18	AgeCare Walden Heights	91	94	86	75	88	82	81	91	93	89	93	7.9	92	Urban	234	97	SL4	Priv
19	Monterey Place	90	89	89	81	92	81	86	92	85	83	90	7.3	84	Urban	107	31	SL4	Priv
20	Holy Cross Manor	91	92	89	66	83	76	82	90	90	85	87	7.7	85	Urban	100	43	SL4	Vol

Order	Calgary Zone (N = 23 facilities)	Dimensions of Care										Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type	
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction								Laundry
21	Sunrise Village High River	91	90	84	75	83	83	82	90	90	81	83	7.2	86	Rural	108	40	SL4	Priv
22	Millrise Place	88	87	86	69	89	79	81	90	87	79	93	7.3	73	Urban	40	11	SL4	Priv
23	Kingsland Terrace	79	78	60	61	81	72	79	81	77	57	84	6.0	38	Urban	24	9	SL4	Priv
Order	Edmonton Zone (N = 37 facilities)	Dimensions of Care										Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type	
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction								Laundry
1	West Country Hearth	98	99	95	78	92	86	91	96	95	99	100	9.2	100	Urban	32	6	SL4	Vol
2	Chartwell Wild Rose Retirement Residence	96	97	90	78	92	88	76	89	90	87	92	7.8	100	Urban	27	11	SL4	Priv
3	Lifestyle Options - Terra Losa	93	96	92	86	94	84	86	97	93	91	96	8.1	100	Urban	77	23	SL4	Priv
4	Citadel Mews West	96	94	90	79	92	85	85	96	94	90	97	8.0	97	Urban	68	34	SL4	Priv
5	Emmanuel Home	95	96	89	88	90	83	83	96	95	88	100	7.9	91	Urban	15	11	SL4	Vol
6	Good Samaritan Spruce Grove Centre	96	91	88	91	96	86	85	97	86	97	100	8.2	100	Urban	30	15	SL4	Vol
7	Chateau Vitaline	95	95	91	83	92	72	78	88	88	91	93	9.1	94	Urban	46	18	SL4	Vol
8	Summerwood Village Retirement Residence	96	96	85	77	89	92	70	94	94	87	89	8.1	100	Urban	79	10	SL4	Priv
9	CapitalCare Laurier House Strathcona	97	91	89	72	92	78	87	95	89	94	96	7.6	100	Urban	42	24	SL4	AHS
10	Devonshire Village	94	93	88	78	87	87	81	94	91	91	92	8.2	89	Urban	58	25	SL4	Priv
11	Aspen House	93	92	93	81	90	81	85	92	91	92	94	7.6	100	Urban	74	22	SL4	Priv
12	Glastonbury Village	96	90	87	77	95	82	81	94	89	87	100	7.5	94	Urban	49	21	SL4	Priv
13	Lifestyle Options - Riverbend	92	93	89	82	86	81	77	96	87	82	94	8.0	86	Urban	18	7	SL4	Priv
14	Edmonton People in Need #2	92	91	84	85	91	93	85	94	94	81	96	8.2	90	Urban	34	10	SL3	Vol

Order	Edmonton Zone (N = 37 facilities)	Dimensions of Care											Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction	Laundry							
15	Chartwell Country Cottage Retirement Residence	92	89	90	86	90	84	81	94	92	80	100	7.8	88	Urban	26	17	SL4	Priv
16	Shepherd's Garden	95	91	86	67	90	86	86	91	90	85	98	7.9	93	Urban	45	18	SL4	Vol
17	Good Samaritan George Hennig Place	92	93	87	83	89	79	81	93	92	84	83	7.9	93	Urban	30	15	SL4	Vol
18	Rosedale Estates	91	91	88	85	93	85	86	94	95	88	90	8.0	100	Urban	50	29	Both	Priv
19	CapitalCare Laurier House Lynnwood	95	93	84	71	87	84	80	91	87	89	92	7.7	95	Urban	80	43	SL4	AHS
20	Rosedale at Griesbach	92	91	86	79	89	87	81	94	93	86	93	7.9	91	Urban	165	73	SL4	Priv
21	Good Samaritan Wedman House	94	90	88	77	85	83	81	90	91	85	95	7.7	85	Urban	30	18	SL4	Vol
22	Tuoi Hac - Golden Age Manor	93	91	88	74	86	77	77	90	89	84	95	7.6	85	Urban	91	37	SL4	Vol
23	Garneau Hall	91	91	88	75	91	82	87	98	95	86	100	7.8	89	Urban	37	9	SL4	Priv
24	Copper Sky Lodge	92	93	85	72	86	76	80	89	86	82	89	7.6	95	Urban	131	42	SL4	Priv
25	Riverbend Retirement Residence	87	89	87	83	89	83	84	95	93	88	90	7.4	92	Urban	38	12	SL4	Priv
26	Edmonton People In Need #4 - Batoma House	88	88	83	85	91	86	79	90	87	83	96	7.6	81	Urban	85	35	SL4	Vol
27	Laurel Heights	91	91	87	69	84	77	80	95	89	79	91	6.7	76	Urban	70	24	SL4	Priv
28	Shepherd's Care Kensington	87	90	88	74	86	82	82	90	90	83	92	7.5	90	Urban	86	32	SL4	Vol
29	Kipohtakawmik Elders Lodge	94	84	84	76	83	65	79	93	83	85	87	6.8	80	Urban	13	6	SL4	Vol
30	Rosedale St. Albert	88	89	83	80	83	83	75	90	89	83	90	7.4	89	Urban	70	30	SL4	Priv
31	Saint Thomas Assisted Living Centre	91	87	83	72	93	74	85	93	92	79	92	7.3	89	Urban	138	50	SL4	Vol
32	Salvation Army Grace Manor	87	89	82	76	84	83	69	88	86	75	96	7.8	79	Urban	87	37	SL4	Vol
33	Lifestyle Options Whitemud	90	86	81	74	86	77	81	87	91	80	89	7.9	89	Urban	77	18	SL4	Priv
34	Sprucewood Place	81	80	78	78	84	77	72	85	89	68	87	6.1	67	Urban	93	40	SL4	Vol
35	Lewis Estates Retirement Residence	88	89	79	65	73	75	66	86	85	70	87	6.9	76	Urban	87	37	SL4	Priv
36	Salvation Army Stepping Stone Supportive Residence	84	75	81	72	83	73	80	87	93	72	92	6.5	65	Urban	50	21	SL4	Vol
37	Villa Marguerite	79	77	75	69	77	71	68	79	83	60	89	6.1	50	Urban	230	77	SL4	Vol

Order	Central Zone (N = 27 facilities)	Dimensions of Care											Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction	Laundry							
1	Points West Living Wainwright	96	98	96	87	96	82	89	98	86	97	98	9.0	100	Rural	59	21	SL4	Priv
2	Islay Assisted Living	96	98	93	89	95	85	94	94	84	91	97	8.2	100	Rural	20	11	SL3	AHS
3	West Park Lodge	96	95	94	86	95	86	90	95	91	94	94	8.8	100	Urban	36	13	SL4	Priv
4	Eagle View Lodge	97	91	93	93	98	74	84	98	82	71	100	7.8	75	Rural	9	5	SL3	Priv
5	Providence Place	92	95	94	91	97	88	94	95	93	96	100	8.8	100	Rural	16	8	SL3	Priv
6	Sunrise Village Wetaskiwin	93	94	95	84	93	87	92	99	91	78	97	9.0	82	Rural	20	11	SL3	Priv
7	Bethany Sylvan Lake	99	95	89	80	93	72	88	97	93	90	93	8.8	100	Urban	21	13	SL4	Vol
8	Sunrise Village Ponoka	95	99	87	78	89	94	83	86	95	85	92	8.3	100	Rural	20	7	SL3	Priv
9	Wetaskiwin Meadows	98	90	90	86	96	71	91	97	88	88	100	8.6	100	Rural	26	10	SL3	Vol
10	Clearwater Centre	92	95	90	80	91	69	89	90	84	82	84	7.4	92	Rural	39	13	Both	Vol
11	Sunrise Village Camrose	95	93	83	77	87	82	85	91	85	88	93	8.1	95	Rural	82	21	SL4	Priv
12	Pines Lodge	93	91	91	77	89	70	74	94	89	83	78	7.9	78	Urban	20	9	SL3	Vol
13	Bashaw Meadows	94	90	91	69	92	84	81	93	96	81	94	7.9	88	Rural	30	8	SL4	Vol
14	Coronation Hospital and Care Centre	91	89	91	79	95	84	92	98	86	82	100	7.7	82	Rural	19	12	SL3	AHS
15	Chateau Three Hills	94	91	83	79	89	75	77	89	87	90	88	7.7	100	Rural	15	9	SL3	Priv
16	Vermilion Valley Lodge	90	91	89	81	86	69	84	95	90	76	93	7.6	90	Rural	40	11	SL3	Priv
17	Points West Living Stettler	91	90	84	82	85	73	76	90	90	82	87	7.5	91	Rural	88	24	SL4	Priv
18	Sunrise Village Olds	89	90	85	82	91	72	82	91	81	87	75	7.2	88	Rural	20	10	SL3	Priv
19	Extendicare Michener Hill	90	89	86	78	84	80	82	93	91	86	93	7.5	100	Urban	60	22	SL4	Priv
20	Sunset Manor	92	84	86	73	82	80	78	91	77	87	92	8.1	100	Rural	101	22	Both	Priv
21	Royal Oak Manor	91	88	83	59	83	75	77	88	82	82	100	7.7	89	Rural	111	22	Both	Priv
22	Villa Marie	88	91	80	74	81	73	78	88	90	81	84	7.5	85	Urban	100	32	SL4	Vol
23	Viewpoint	89	81	84	76	92	68	78	91	84	79	96	8.0	80	Rural	20	12	SL3	Vol

Order	Central Zone (N = 27 facilities)	Dimensions of Care											Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction	Laundry							
24	Vegreville Manor	89	80	88	72	86	77	81	93	84	84	97	6.7	83	Rural	15	7	SL3	Priv
25	Heritage House	90	86	78	65	87	66	74	86	87	73	90	6.9	89	Rural	42	20	SL4	Priv
26	Good Samaritan Good Shepherd Lutheran Home	89	87	76	75	80	74	79	85	89	84	79	7.1	85	Rural	69	21	Both	Vol
27	Sunrise Village Drayton Valley	82	84	73	73	81	71	85	86	90	77	78	6.6	75	Rural	16	8	SL3	Priv
Order	North Zone (N = 11 facilities)	Dimensions of Care											Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction	Laundry							
1	Spruce View Lodge	99	100	96	92	97	76	76	97	89	97	97	9.6	100	Rural	15	6	SL3	Priv
2	Elk Point Heritage Lodge	97	97	99	90	100	86	99	100	91	95	100	8.8	100	Rural	10	5	SL3	Vol
3	Ridgevalley Seniors Home	96	95	91	92	97	87	93	97	99	98	92	8.8	100	Rural	15	5	SL3	Priv
4	Chateau Lac St. Anne	90	97	92	77	94	86	79	95	88	88	95	7.6	100	Rural	15	10	SL3	Priv
5	Smithfield Lodge	91	90	90	79	91	83	85	94	90	86	96	7.6	89	Rural	46	22	Both	Priv
6	Parkland Lodge	88	91	84	82	95	87	76	93	93	79	100	6.5	100	Rural	10	6	SL3	Priv
7	The Gardens at Emerald Park	89	91	89	86	90	74	86	92	90	79	100	7.8	90	Urban	15	11	SL3	Priv
8	Stone Brook	92	89	84	72	87	80	86	94	83	76	89	7.7	83	Rural	56	19	Both	Priv
9	Pleasant View Lodge - Mayerthorpe	92	89	87	76	93	75	69	86	86	79	93	8.3	86	Rural	15	8	SL3	Priv
10	Points West Living Peace River	87	94	90	65	90	69	76	90	92	85	93	7.8	92	Rural	42	12	Both	Priv
11	Shepherd's Care Barrhead	90	90	79	72	81	75	72	87	82	77	90	6.1	80	Rural	42	18	SL4	Vol

Order	South Zone (N = 26 facilities)	Dimensions of Care											Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction	Laundry							
1	Good Samaritan Garden Vista	97	95	96	88	92	92	91	95	94	96	90	9.0	100	Rural	35	7	Both	AHS
2	Golden Acres	96	96	90	91	97	92	93	98	95	90	97	7.7	89	Urban	45	19	SL3	Vol
3	Cypress View	94	97	88	85	94	90	85	92	95	95	97	8.9	100	Urban	45	22	SL3	Vol
4	Piyami Place	96	93	88	90	95	84	92	93	94	87	92	8.4	80	Urban	15	5	SL4	Vol
5	Pleasant View Lodge - Bow Island	94	95	85	93	91	87	85	97	94	94	100	9.5	100	Rural	20	6	SL3	Vol
6	Clearview Lodge	91	95	97	88	100	91	92	96	85	98	97	7.7	100	Rural	20	9	SL3	Vol
7	Good Samaritan Prairie Ridge	94	96	92	77	85	92	86	95	95	88	94	8.6	94	Rural	85	17	SL4	Vol
8	Good Samaritan West Highlands	94	95	93	79	92	86	88	94	91	92	94	8.5	97	Urban	100	34	SL4	Vol
9	Legacy Lodge	94	95	92	83	88	86	87	92	86	90	89	8.4	98	Urban	104	41	SL4	Priv
10	Chinook Lodge	92	93	94	84	90	88	79	92	93	91	92	8.3	89	Rural	20	10	SL3	Vol
11	Good Samaritan Park Meadows Village	94	97	89	82	88	81	84	94	86	85	88	8.2	100	Urban	121	16	SL4	Vol
12	Orchard Manor	95	93	88	72	89	84	83	96	94	86	96	8.3	100	Rural	25	12	SL3	Priv
13	Good Samaritan Linden View	94	90	94	77	88	79	85	93	83	83	93	8.7	95	Rural	105	22	SL4	Vol
14	Meadow Ridge Seniors Village	95	92	87	83	75	73	80	88	92	81	93	8.5	90	Urban	84	22	SL4	Priv
15	River Ridge Seniors Village	93	92	93	81	88	78	91	95	90	91	90	8.6	100	Urban	36	9	SL4	Priv
16	Sunny South Lodge	94	91	88	80	88	83	78	93	90	84	89	7.5	91	Urban	45	24	Both	Vol
17	The Wellington Retirement Residence	93	90	92	85	87	81	87	95	86	88	88	7.8	94	Urban	50	18	SL4	Priv
18	Good Samaritan South Ridge Village	95	89	81	80	87	81	82	87	84	84	92	8.5	92	Urban	46	13	SL4	Vol
19	Good Samaritan Vista Village	93	86	89	83	88	86	85	92	91	86	91	8.3	90	Rural	75	20	Both	Vol
20	York Creek Lodge	84	85	91	89	97	84	92	95	92	78	92	7.4	80	Rural	20	5	SL3	Vol
21	Extendicare Fairmont Park	90	91	86	75	79	74	73	88	87	89	92	8.2	100	Urban	140	39	SL4	Priv
22	St. Therese Villa	89	90	83	75	83	82	78	85	89	83	89	7.9	89	Urban	200	68	Both	Vol
23	Meadow Lands	86	92	71	82	82	75	74	89	76	86	--	7.3	100	Urban	10	6	SL4	Priv

Order	South Zone (N = 26 facilities)	Dimensions of Care										Global Overall Care Rating	Propensity to Recommend (%)	Geography	Number of SL Beds	Respondents (N)	Level of Care (SL3, SL4, Both)	Ownership type	
		Resident Environment	Facility Environment	Communications	Meals and Dining	Employee Responsiveness	Activities	Care and Services	Relationship with Employees	Choice	General Satisfaction								Laundry
24	Sunnyside Care Centre	88	88	91	75	85	83	79	89	87	88	76	8.1	100	Urban	24	12	SL4	Vol
25	Columbia Assisted Living	89	89	85	72	87	78	78	91	85	78	95	7.3	76	Urban	50	23	SL3	Vol
26	Good Samaritan Lee Crest	88	90	83	73	81	76	77	88	84	78	88	7.6	89	Rural	95	29	SL4	Vol

5.0 2016 AND 2013 FACILITY RESULTS

The following section provides results of the Global Overall Care Rating, Propensity to Recommend, and the Dimensions of Care for each facility that participated in the 2016 survey and, where relevant, how the 2016 results compare to the 2013 results.

Global Overall Care Ratings and Propensity to Recommend are presented first, followed by each Dimension of Care. The ordering of the Dimensions of Care is based on their influence on the Global Overall Care Rating, as determined through a regression model (see Appendix IX), and is presented in the following order:

- | | |
|----------------------------|--------------------------------|
| 1. Resident Environment | 7. Care and Services |
| 2. Facility Environment | 8. Relationship with Employees |
| 3. Communication | 9. Choice |
| 4. Meals and Dining | 10. General Satisfaction |
| 5. Employee Responsiveness | 11. Laundry |
| 6. Activities | |

Detailed zone analyses of all questions can be found in Appendix VIII.

5.1 Interpreting tables

For each measure, facilities are ordered by their average score or rating and are grouped by AHS zone to facilitate comparisons. In all cases the higher the score or rating, the more positive the experience. A significance of $p \leq 0.01$ was used for all comparison tests. Significant differences are indicated by the following shading rules:

- When the 2016 facility score is shaded **GREEN** this indicates that the 2016 score is significantly HIGHER than the 2013 score.
- When the 2016 facility score is shaded **RED** this indicates that the 2016 score is significantly LOWER than the 2013 score.
- No shade: 2016 and 2013 scores do not significantly differ.

As noted in Section 4.1 above, while statistical significance may help identify potential improvement opportunities, comparing two data points (i.e., survey cycles) may not indicate a clinically significant change. Therefore, this information should not be used in isolation. In addition, results that did not show any statistically significant change or difference may still be important.

The 2016 **AHS zone average** for the 124 facilities included in the analyses are represented by a row in **ORANGE**. Facilities listed above this row have a 2016 score above the respective zone average, and all facilities listed below this row have a 2016 score below the respective zone average.

The 2016 **provincial average** for the 124 facilities included in the analyses is represented by a row in **YELLOW**. All facilities listed above this row have a 2016 score above the provincial average, and all facilities listed below this row have a 2016 score below the provincial average.

When presenting facility scores in order, the first decimal place is included for this section only to reduce the appearance of ties. For more methodological details, see Appendix II.

5.2 Global Overall Care Rating

The Global Overall Care Rating is a single item intended to reflect a respondent's overall opinion about a facility. The Global Overall Care Rating asks: *Using any number from 0 to 10, where 0 is the worst and 10 is the best...Overall, what number would you use to rate your home?*

The facility average Global Overall Care Rating for the province was 7.9 out of 10. Table 3 summarizes the Global Overall Care Ratings for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

Table 3: Summary of facility averages Global Overall Care Ratings by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	9.4	--	--
Aspen Ridge Lodge	11	8.8	12	8.1
Edgemont Retirement Residence	15	8.3	16	7.5
Bethany Didsbury	23	8.2	--	--
Tudor Manor	34	8.2	--	--
Silver Willow Lodge	13	8.2	10	7.9
AgeCare Seton	86	8.0	--	--
Evanston Grand Village	27	8.0	--	--
Revera Heartland	28	8.0	--	--
Wentworth Manor	23	8.0	10	7.6
Scenic Acres Retirement Residence	11	8.0	12	6.8
Carewest Colonel Belcher	17	7.9	--	--
AgeCare Walden Heights	92	7.9	48	7.9
Carewest Nickle House	7	7.9	--	--
St. Marguerite Manor	41	7.9	--	--
Provincial facility average		7.9	--	
Calgary Zone facility average		7.9	--	
Prince of Peace Manor	14	7.8	20	7.9
Holy Cross Manor	39	7.7	--	--
Whitehorn Village Retirement Community	20	7.6	12	7.6
AgeCare Sagewood	34	7.4	22	8.2
Monterey Place	25	7.3	30	7.0
Millrise Place	11	7.3	19	8.3
Sunrise Village High River	38	7.2	--	--
Kingsland Terrace	9	6.0	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	5	9.2	5	7.4
Chateau Vitaline	15	9.1	16	8.8
Edmonton People in Need #2	10	8.2	--	--
Devonshire Village	20	8.2	28	7.6
Good Samaritan Spruce Grove Centre	13	8.2	12	8.9
Summerwood Village Retirement Residence	9	8.1	--	--
Lifestyle Options - Terra Losa	20	8.1	21	7.9
Rosedale Estates	27	8.0	--	--
Citadel Mews West	30	8.0	27	7.9
Lifestyle Options - Riverbend	7	8.0	8	7.0
Shepherd's Garden	17	7.9	21	7.7
Lifestyle Options Whitemud	17	7.9	--	--
Good Samaritan George Hennig Place	13	7.9	14	9.0
Emmanuel Home	11	7.9	--	--
Rosedale at Griesbach	72	7.9	46	8.0
Provincial facility average		7.9	--	
Chartwell Country Cottage Retirement Residence	17	7.8	10	8.0
Salvation Army Grace Manor	37	7.8	--	--
Chartwell Wild Rose Retirement Residence	10	7.8	10	8.3
Garneau Hall	9	7.8	15	7.7
Good Samaritan Wedman House	17	7.7	18	7.7
CapitalCare Laurier House Lynnwood	41	7.7	55	7.8
Edmonton Zone facility average		7.7	--	
Copper Sky Lodge	37	7.6	--	--
CapitalCare Laurier House Strathcona	22	7.6	--	--
Tuoi Hac - Golden Age Manor	37	7.6	--	--
Aspen House	22	7.6	27	7.9
Edmonton People In Need #4 - Batoma House	32	7.6	--	--
Shepherd's Care Kensington	30	7.5	20	7.3
Glastonbury Village	17	7.5	28	7.8
Rosedale St. Albert	29	7.4	26	8.1
Riverbend Retirement Residence	11	7.4	10	7.2
Saint Thomas Assisted Living Centre	49	7.3	37	7.2
Lewis Estates Retirement Residence	36	6.9	--	--
Kipohtakawmik Elders Lodge	6	6.8	--	--
Laurel Heights	22	6.7	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Salvation Army Stepping Stone Supportive Residence	21	6.5	--	--
Villa Marguerite	73	6.1	63	6.6
Sprucewood Place	37	6.1	37	6.4
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Points West Living Wainwright	19	9.0	--	--
Sunrise Village Wetaskiwin	9	9.0	13	8.4
Providence Place	6	8.8	5	9.2
West Park Lodge	13	8.8	18	8.7
Bethany Sylvan Lake	13	8.8	13	8.3
Wetaskiwin Meadows	9	8.6	10	7.4
Sunrise Village Ponoka	7	8.3	8	7.3
Islay Assisted Living	11	8.2	11	8.7
Sunset Manor	21	8.1	44	8.2
Sunrise Village Camrose	20	8.1	31	6.2
Viewpoint	11	8.0	10	7.1
Pines Lodge	9	7.9	7	8.7
Bashaw Meadows	8	7.9	--	--
Provincial facility average		7.9	--	
Central Zone facility average		7.9	--	
Eagle View Lodge	4	7.8	--	--
Coronation Hospital and Care Centre	11	7.7	7	7.7
Royal Oak Manor	20	7.7	18	7.3
Chateau Three Hills	9	7.7	--	--
Vermilion Valley Lodge	8	7.6	14	8.0
Extendicare Michener Hill	21	7.5	29	7.8
Villa Marie	31	7.5	--	--
Points West Living Stettler	20	7.5	--	--
Clearwater Centre	11	7.4	15	7.3
Sunrise Village Olds	10	7.2	12	8.7
Good Samaritan Good Shepherd Lutheran Home	20	7.1	24	8.5
Heritage House	19	6.9	--	--
Vegreville Manor	7	6.7	--	--
Sunrise Village Drayton Valley	8	6.6	6	7.2

North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Spruce View Lodge	5	9.6	--	--
Elk Point Heritage Lodge	5	8.8	--	--
Ridgevalley Seniors Home	5	8.8	6	9.0
Pleasant View Lodge - Mayerthorpe	7	8.3	--	--
North Zone facility average		7.9	--	
Provincial facility average		7.9	--	
Points West Living Peace River	12	7.8	--	--
The Gardens at Emerald Park	11	7.8	--	--
Stone Brook	19	7.7	--	--
Smithfield Lodge	22	7.6	--	--
Chateau Lac St. Anne	8	7.6	--	--
Parkland Lodge	6	6.5	--	--
Shepherd's Care Barrhead	18	6.1	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Pleasant View Lodge - Bow Island	6	9.5	--	--
Good Samaritan Garden Vista	7	9.0	7	8.1
Cypress View	17	8.9	8	8.6
Good Samaritan Linden View	19	8.7	--	--
Good Samaritan Prairie Ridge	16	8.6	--	--
River Ridge Seniors Village	7	8.6	--	--
Meadow Ridge Seniors Village	21	8.5	--	--
Good Samaritan South Ridge Village	13	8.5	--	--
Good Samaritan West Highlands	33	8.5	--	--
Piyami Place	5	8.4	--	--
Legacy Lodge	37	8.4	28	7.5
Good Samaritan Vista Village	19	8.3	17	8.3
Chinook Lodge	10	8.3	6	9.5
Orchard Manor	12	8.3	13	7.8
Extendicare Fairmont Park	31	8.2	39	7.3
Good Samaritan Park Meadows Village	15	8.2	22	8.0
South Zone facility average		8.2	--	
Sunnyside Care Centre	12	8.1	10	9.0
St. Therese Villa	65	7.9	--	--
Provincial facility average		7.9	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
The Wellington Retirement Residence	17	7.8	18	8.0
Clearview Lodge	9	7.7	10	8.7
Golden Acres	18	7.7	--	--
Good Samaritan Lee Crest	26	7.6	25	7.7
Sunny South Lodge	22	7.5	11	8.6
York Creek Lodge	5	7.4	6	7.2
Meadow Lands	6	7.3	9	6.8
Columbia Assisted Living	20	7.3	22	8.0

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as a sorting criterion.

5.3 Propensity to Recommend

An important indicator of residents' perception of the quality of a facility is whether a resident would recommend the facility to someone needing supportive living care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in this section separately. Residents were asked (Q50): "Would you recommend this place to a family member or friend? Yes or No?"

The four possible responses to this question were collapsed into a Yes or No response:

YES	NO
Yes, always	No, hardly ever
Yes, sometimes	No, never

The facility average for Propensity to Recommend for the province was 90.5 per cent out of 100 per cent. Table 4 summarizes the Propensity to Recommend scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result. For full response options by AHS zone, see Appendix VIII.

Table 4: Summary of the percentage of respondents who would recommend the facility by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	100.0	--	--
Aspen Ridge Lodge	11	100.0	12	100.0
Scenic Acres Retirement Residence	11	100.0	11	72.7
Carewest Colonel Belcher	17	100.0	--	--
Silver Willow Lodge	13	100.0	11	100.0
AgeCare Seton	86	97.7	--	--
AgeCare Sagewood	34	97.1	21	95.2
Wentworth Manor	23	95.7	11	81.8
Bethany Didsbury	21	95.2	--	--
St. Marguerite Manor	39	94.9	--	--
Whitehorn Village Retirement Community	19	94.7	10	100.0
Tudor Manor	35	94.3	--	--
Edgemont Retirement Residence	15	93.3	16	87.5
Prince of Peace Manor	14	92.9	19	94.7
AgeCare Walden Heights	90	92.2	47	89.4
Provincial facility average		90.5	--	
Calgary Zone facility average		89.8	--	

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Revera Heartland	27	88.9	--	--
Evanston Grand Village	27	88.9	--	--
Sunrise Village High River	36	86.1	--	--
Carewest Nickle House	7	85.7	--	--
Holy Cross Manor	39	84.6	--	--
Monterey Place	25	84.0	29	82.8
Millrise Place	11	72.7	19	94.7
Kingsland Terrace	8	37.5	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	6	100.0	5	100.0
Good Samaritan Spruce Grove Centre	11	100.0	13	92.3
CapitalCare Laurier House Strathcona	23	100.0	--	--
Aspen House	19	100.0	28	96.4
Summerwood Village Retirement Residence	9	100.0	--	--
Lifestyle Options - Terra Rosa	19	100.0	24	75.0
Rosedale Estates	27	100.0	--	--
Chartwell Wild Rose Retirement Residence	11	100.0	12	91.7
Citadel Mews West	31	96.8	25	80.0
CapitalCare Laurier House Lynnwood	38	94.7	56	94.6
Copper Sky Lodge	37	94.6	--	--
Chateau Vitaline	16	93.8	15	100.0
Glastonbury Village	16	93.8	29	93.1
Shepherd's Garden	14	92.9	17	82.4
Good Samaritan George Hennig Place	14	92.9	14	100.0
Riverbend Retirement Residence	12	91.7	8	75.0
Rosedale at Griesbach	68	91.2	46	95.7
Emmanuel Home	11	90.9	--	--
Provincial facility average		90.5	--	
Edmonton People in Need #2	10	90.0	--	--
Shepherd's Care Kensington	29	89.7	18	94.4
Devonshire Village	19	89.5	26	92.3
Saint Thomas Assisted Living Centre	47	89.4	35	71.4
Lifestyle Options Whitemud	18	88.9	--	--
Rosedale St. Albert	27	88.9	27	96.3
Garneau Hall	9	88.9	15	80.0
Chartwell Country Cottage Retirement Residence	17	88.2	10	90.0

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Edmonton Zone facility average		87.3	--	
Lifestyle Options - Riverbend	7	85.7	10	90.0
Tuoi Hac - Golden Age Manor	33	84.8	--	--
Good Samaritan Wedman House	13	84.6	17	82.4
Edmonton People In Need #4 - Batoma House	32	81.3	--	--
Kipohakawmik Elders Lodge	5	80.0	--	--
Salvation Army Grace Manor	33	78.8	--	--
Laurel Heights	21	76.2	--	--
Lewis Estates Retirement Residence	33	75.8	--	--
Sprucewood Place	33	66.7	33	51.5
Salvation Army Stepping Stone Supportive Residence	20	65.0	--	--
Villa Marguerite	64	50.0	61	62.3
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Park Lodge	12	100.0	19	100.0
Points West Living Wainwright	19	100.0	--	--
Wetaskiwin Meadows	8	100.0	10	70.0
Chateau Three Hills	8	100.0	--	--
Providence Place	7	100.0	6	100.0
Bethany Sylvan Lake	13	100.0	11	100.0
Sunset Manor	17	100.0	43	90.7
Islay Assisted Living	11	100.0	11	100.0
Extendicare Michener Hill	18	100.0	34	85.3
Sunrise Village Ponoka	7	100.0	7	100.0
Sunrise Village Camrose	19	94.7	32	78.1
Clearwater Centre	12	91.7	15	86.7
Points West Living Stettler	22	90.9	--	--
Central Zone facility average		91.2	--	
Provincial facility average		90.5	--	
Vermilion Valley Lodge	10	90.0	14	92.9
Royal Oak Manor	18	88.9	18	100.0
Heritage House	18	88.9	--	--
Bashaw Meadows	8	87.5	--	--
Sunrise Village Olds	8	87.5	12	100.0
Villa Marie	27	85.2	--	--
Good Samaritan Good Shepherd Lutheran Home	20	85.0	21	100.0
Vegreville Manor	6	83.3	--	--

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Coronation Hospital and Care Centre	11	81.8	9	100.0
Sunrise Village Wetaskiwin	11	81.8	14	92.9
Viewpoint	10	80.0	10	80.0
Pines Lodge	9	77.8	8	100.0
Sunrise Village Drayton Valley	8	75.0	7	100.0
Eagle View Lodge	4	75.0	--	--
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Spruce View Lodge	5	100.0	--	--
Elk Point Heritage Lodge	5	100.0	--	--
Ridgevalley Seniors Home	5	100.0	5	100.0
Chateau Lac St. Anne	9	100.0	--	--
Parkland Lodge	5	100.0	--	--
North Zone facility average		94.2	--	
Points West Living Peace River	12	91.7	--	--
Provincial facility average		90.5	--	
The Gardens at Emerald Park	10	90.0	--	--
Smithfield Lodge	19	89.5	--	--
Pleasant View Lodge - Mayerthorpe	7	85.7	--	--
Stone Brook	18	83.3	--	--
Shepherd's Care Barrhead	15	80.0	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Clearview Lodge	9	100.0	11	100.0
Meadow Lands	4	100.0	8	75.0
Cypress View	20	100.0	6	100.0
Good Samaritan Garden Vista	7	100.0	7	100.0
Pleasant View Lodge - Bow Island	6	100.0	--	--
Extendicare Fairmont Park	34	100.0	39	84.6
Good Samaritan Park Meadows Village	16	100.0	22	90.9
Sunnyside Care Centre	12	100.0	10	100.0
River Ridge Seniors Village	9	100.0	--	--
Orchard Manor	12	100.0	13	84.6
Legacy Lodge	40	97.5	26	92.3
Good Samaritan West Highlands	32	96.9	--	--
Good Samaritan Linden View	20	95.0	--	--

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Prairie Ridge	17	94.1	--	--
The Wellington Retirement Residence	17	94.1	18	94.4
South Zone facility average		93.4	--	
Good Samaritan South Ridge Village	12	91.7	--	--
Sunny South Lodge	22	90.9	12	100.0
Provincial facility average		90.5	--	
Meadow Ridge Seniors Village	20	90.0	--	--
Good Samaritan Vista Village	20	90.0	17	88.2
Good Samaritan Lee Crest	28	89.3	25	96.0
Golden Acres	18	88.9	--	--
Chinook Lodge	9	88.9	6	100.0
St. Therese Villa	63	88.9	--	--
Piyami Place	5	80.0	--	--
York Creek Lodge	5	80.0	6	100.0
Columbia Assisted Living	21	76.2	21	100.0

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by the percentage who answered "Yes, Always" from highest to lowest. In the event of a tie at this level, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.4 Dimension of Care: Resident Environment

The Dimension of Care: Resident Environment is made up of the following six questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q45: Do you think this is a pleasant place for people to visit?
- Q43: Do you feel safe here?
- Q42: Are you satisfied with your room or apartment?
- Q44: Are your belongings safe here?
- Q41: Do you have enough privacy in your room or apartment?
- Q46: Is the room temperature comfortable for you?

The provincial facility average for Resident Environment was 92.1 out of 100. Table 5 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 5: Summary of facility averages for Resident Environment by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	96.5	--	--
Tudor Manor	35	95.3	--	--
Evanston Grand Village	27	94.9	--	--
Whitehorn Village Retirement Community	20	94.7	12	90.7
Aspen Ridge Lodge	11	94.3	12	94.3
Silver Willow Lodge	13	93.8	11	90.8
Prince of Peace Manor	15	93.8	20	93.6
Carewest Colonel Belcher	18	93.6	--	--
Revera Heartland	28	93.4	--	--
Wentworth Manor	24	93.3	11	90.3
Bethany Didsbury	24	93.2	--	--
St. Marguerite Manor	43	92.9	--	--
AgeCare Sagewood	35	92.2	21	95.9
Provincial facility average		92.1	--	
Carewest Nickle House	7	92.0	--	--
Calgary Zone facility average		92.0	--	
AgeCare Seton	92	91.8	--	--
Edgemont Retirement Residence	16	91.3	18	94.3
AgeCare Walden Heights	96	91.0	49	90.4

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Scenic Acres Retirement Residence	11	90.9	14	88.3
Sunrise Village High River	39	90.7	--	--
Holy Cross Manor	43	90.5	--	--
Monterey Place	29	90.3	31	89.3
Millrise Place	11	87.6	19	91.6
Kingsland Terrace	9	78.9	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	6	98.5	5	91.9
CapitalCare Laurier House Strathcona	23	97.4	--	--
Good Samaritan Spruce Grove Centre	14	96.5	13	96.8
Summerwood Village Retirement Residence	8	96.0	--	--
Glastonbury Village	19	96.0	29	93.4
Citadel Mews West	34	95.9	29	94.1
Chartwell Wild Rose Retirement Residence	11	95.6	13	86.8
Shepherd's Garden	18	95.5	21	92.9
Chateau Vitaline	17	95.5	17	96.0
Emmanuel Home	11	95.2	--	--
CapitalCare Laurier House Lynnwood	42	94.8	56	93.8
Kipohtakawmik Elders Lodge	6	94.2	--	--
Devonshire Village	22	93.6	28	93.8
Good Samaritan Wedman House	17	93.6	18	92.9
Lifestyle Options - Terra Rosa	23	93.2	24	91.0
Aspen House	22	93.0	30	88.3
Tuoi Hac - Golden Age Manor	37	93.0	--	--
Lifestyle Options - Riverbend	7	92.2	9	85.4
Rosedale at Griesbach	73	92.1	49	93.0
Chartwell Country Cottage Retirement Residence	17	92.1	10	93.2
Edmonton People in Need #2	10	92.1	--	--
Provincial facility average		92.1	--	
Copper Sky Lodge	38	91.8	--	--
Edmonton Zone facility average		91.7	--	
Good Samaritan George Hennig Place	15	91.7	14	96.1
Laurel Heights	23	91.3	--	--
Garneau Hall	9	91.3	15	93.1
Saint Thomas Assisted Living Centre	50	90.8	40	87.4
Rosedale Estates	28	90.6	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Lifestyle Options Whitemud	18	89.8	--	--
Edmonton People In Need #4 - Batoma House	33	88.2	--	--
Rosedale St. Albert	30	87.8	26	94.0
Lewis Estates Retirement Residence	37	87.6	--	--
Riverbend Retirement Residence	12	87.1	10	85.7
Shepherd's Care Kensington	30	86.9	19	92.6
Salvation Army Grace Manor	37	86.6	--	--
Salvation Army Stepping Stone Supportive Residence	21	84.2	--	--
Sprucewood Place	40	81.3	38	76.4
Villa Marguerite	74	79.3	63	83.8
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Bethany Sylvan Lake	13	98.5	13	93.0
Wetaskiwin Meadows	10	98.0	10	92.2
Eagle View Lodge	4	96.7	--	--
Islay Assisted Living	11	96.4	11	96.7
West Park Lodge	13	96.1	20	95.2
Points West Living Wainwright	19	96.0	--	--
Sunrise Village Camrose	20	94.8	32	87.6
Sunrise Village Ponoka	7	94.6	8	93.9
Chateau Three Hills	9	94.4	--	--
Bashaw Meadows	8	93.5	--	--
Sunrise Village Wetaskiwin	11	93.3	14	97.8
Pines Lodge	9	92.8	8	94.0
Clearwater Centre	12	92.3	15	94.5
Central Zone facility average		92.3	--	
Providence Place	8	92.2	6	91.8
Provincial facility average		92.1	--	
Sunset Manor	21	91.8	45	95.0
Coronation Hospital and Care Centre	12	91.4	9	92.2
Points West Living Stettler	23	91.3	--	--
Royal Oak Manor	22	91.2	19	97.7
Extendicare Michener Hill	22	90.4	34	91.8
Vermilion Valley Lodge	11	89.9	14	95.2
Heritage House	19	89.6	--	--
Viewpoint	12	89.5	10	86.0
Sunrise Village Olds	10	89.4	12	93.1

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Vegreville Manor	6	88.7	--	--
Good Samaritan Good Shepherd Lutheran Home	21	88.7	24	91.8
Villa Marie	30	87.9	--	--
Sunrise Village Drayton Valley	8	81.8	7	86.2
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Spruce View Lodge	6	99.2	--	--
Elk Point Heritage Lodge	5	97.2	--	--
Ridgevalley Seniors Home	5	95.6	6	98.6
Stone Brook	19	92.4	--	--
Pleasant View Lodge - Mayerthorpe	7	92.2	--	--
Provincial facility average		92.1	--	
North Zone facility average		92.0	--	
Smithfield Lodge	22	90.6	--	--
Chateau Lac St. Anne	10	90.5	--	--
Shepherd's Care Barrhead	18	89.6	--	--
The Gardens at Emerald Park	11	89.2	--	--
Parkland Lodge	6	88.0	--	--
Points West Living Peace River	12	86.9	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Garden Vista	7	97.3	7	90.5
Piyami Place	5	96.4	--	--
Golden Acres	19	95.9	--	--
Meadow Ridge Seniors Village	21	94.9	--	--
Good Samaritan South Ridge Village	13	94.9	--	--
Orchard Manor	12	94.6	13	91.5
Good Samaritan Prairie Ridge	17	94.5	--	--
Good Samaritan Linden View	20	94.4	--	--
Pleasant View Lodge - Bow Island	6	94.3	--	--
Good Samaritan West Highlands	32	94.3	--	--
Sunny South Lodge	23	94.2	12	94.5
Cypress View	21	94.1	8	89.8
Legacy Lodge	39	94.0	27	87.7
Good Samaritan Park Meadows Village	16	93.6	23	91.2
River Ridge Seniors Village	9	93.2	--	--

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
The Wellington Retirement Residence	18	93.1	17	93.4
Good Samaritan Vista Village	20	92.6	17	95.2
South Zone facility average		92.5	--	
Chinook Lodge	10	92.2	6	97.0
Provincial facility average		92.1	--	
Clearview Lodge	9	91.3	11	97.5
Extendicare Fairmont Park	38	89.8	41	90.9
St. Therese Villa	68	89.4	--	--
Columbia Assisted Living	21	88.9	22	92.0
Good Samaritan Lee Crest	27	88.4	25	93.8
Sunnyside Care Centre	12	88.0	10	89.8
Meadow Lands	6	86.3	9	83.4
York Creek Lodge	5	83.8	6	81.6

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.5 Dimension of Care: Facility Environment

The Dimension of Care: Facility Environment is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q38: Does this place look attractive to you?
- Q39: Is this place clean enough?
- Q36: Do you like the location of this place?
- Q40: Is this place quiet when it should be?
- Q37: Are the outside walkways and grounds well taken care of?

The provincial facility average for Facility Environment was 91.6 out of 100. Table 6 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 6: Summary of facility averages for Facility Environment by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	8	99.1	--	--
Whitehorn Village Retirement Community	20	97.7	13	97.0
Aspen Ridge Lodge	11	97.4	12	98.8
Tudor Manor	35	97.0	--	--
Silver Willow Lodge	13	96.9	12	97.0
Prince of Peace Manor	15	96.0	20	91.8
Revera Heartland	28	95.2	--	--
Bethany Didsbury	24	95.1	--	--
Evanston Grand Village	25	95.0	--	--
AgeCare Sagewood	36	94.4	20	91.6
AgeCare Seton	89	94.4	--	--
AgeCare Walden Heights	96	94.0	46	85.7
Carewest Colonel Belcher	18	93.9	--	--
Edgemont Retirement Residence	16	93.3	18	91.9
Calgary Zone facility average		93.2	--	
Wentworth Manor	24	92.9	10	91.7
Carewest Nickle House	7	92.4	--	--
St. Marguerite Manor	43	92.3	--	--
Holy Cross Manor	43	91.9	--	--
Provincial facility average		91.6	--	
Scenic Acres Retirement Residence	11	91.3	13	90.5

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village High River	39	89.7	--	--
Monterey Place	28	89.0	31	86.0
Millrise Place	11	87.1	19	95.2
Kingsland Terrace	9	77.9	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	6	99.0	5	93.8
Chartwell Wild Rose Retirement Residence	11	96.6	12	89.3
Emmanuel Home	11	96.2	--	--
Lifestyle Options - Terra Losa	22	95.9	23	88.8
Summerwood Village Retirement Residence	8	95.7	--	--
Chateau Vitaline	17	95.2	18	98.2
Citadel Mews West	33	94.2	29	91.2
Good Samaritan George Hennig Place	15	93.2	14	95.7
CapitalCare Laurier House Lynnwood	41	93.0	55	93.8
Devonshire Village	22	92.9	28	94.6
Lifestyle Options - Riverbend	7	92.9	10	95.4
Copper Sky Lodge	39	92.5	--	--
Aspen House	22	92.0	30	86.5
Provincial facility average		91.6	--	
CapitalCare Laurier House Strathcona	23	91.4	--	--
Shepherd's Garden	18	91.4	21	92.0
Edmonton People in Need #2	10	91.3	--	--
Laurel Heights	23	91.2	--	--
Rosedale Estates	28	91.0	--	--
Rosedale at Griesbach	72	90.7	49	92.8
Garneau Hall	9	90.7	15	88.3
Good Samaritan Spruce Grove Centre	13	90.6	13	96.8
Tuoi Hac - Golden Age Manor	36	90.6	--	--
Good Samaritan Wedman House	17	90.4	18	86.0
Edmonton Zone facility average		90.3	--	
Glastonbury Village	19	90.0	28	90.6
Shepherd's Care Kensington	30	90.0	19	90.9
Riverbend Retirement Residence	12	89.5	10	89.2
Chartwell Country Cottage Retirement Residence	17	89.4	10	86.1
Salvation Army Grace Manor	37	89.4	--	--
Rosedale St. Albert	30	89.3	24	96.5

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Lewis Estates Retirement Residence	36	89.2	--	--
Edmonton People In Need #4 - Batoma House	33	88.0	--	--
Saint Thomas Assisted Living Centre	50	87.5	41	86.2
Lifestyle Options Whitemud	18	85.9	--	--
Kipohtakawmik Elders Lodge	6	84.0	--	--
Sprucewood Place	40	79.7	38	74.7
Villa Marguerite	75	77.1	63	84.5
Salvation Army Stepping Stone Supportive Residence	21	74.6	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village Ponoka	7	99.1	8	89.4
Points West Living Wainwright	19	98.0	--	--
Islay Assisted Living	11	97.7	11	94.6
Clearwater Centre	12	95.5	15	92.2
Providence Place	8	95.4	7	95.6
West Park Lodge	13	95.3	20	95.6
Bethany Sylvan Lake	13	94.9	13	92.8
Sunrise Village Wetaskiwin	11	94.1	14	98.7
Sunrise Village Camrose	21	92.5	32	84.3
Provincial facility average		91.6	--	
Eagle View Lodge	5	91.4	--	--
Pines Lodge	9	91.3	8	94.4
Vermilion Valley Lodge	11	91.2	15	96.3
Villa Marie	28	90.8	--	--
Central Zone facility average		90.5	--	
Chateau Three Hills	9	90.5	--	--
Bashaw Meadows	8	90.4	--	--
Sunrise Village Olds	10	90.1	11	97.6
Points West Living Stettler	23	90.1	--	--
Wetaskiwin Meadows	10	89.6	10	85.1
Coronation Hospital and Care Centre	11	89.2	9	86.8
Extendicare Michener Hill	22	88.6	35	91.7
Royal Oak Manor	21	87.9	19	97.7
Good Samaritan Good Shepherd Lutheran Home	21	86.6	23	95.5
Heritage House	19	85.6	--	--
Sunset Manor	21	84.1	45	94.9
Sunrise Village Drayton Valley	8	83.9	8	87.0

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Viewpoint	12	81.3	10	81.3
Vegreville Manor	6	79.6	--	--
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Spruce View Lodge	5	100.0	--	--
Elk Point Heritage Lodge	5	97.4	--	--
Chateau Lac St. Anne	10	96.8	--	--
Ridgevalley Seniors Home	5	94.9	7	93.6
Points West Living Peace River	12	94.3	--	--
North Zone facility average		93.1	--	
Provincial facility average		91.6	--	
Parkland Lodge	6	91.4	--	--
The Gardens at Emerald Park	11	90.8	--	--
Smithfield Lodge	22	90.4	--	--
Shepherd's Care Barrhead	18	90.1	--	--
Stone Brook	19	89.4	--	--
Pleasant View Lodge - Mayerthorpe	8	89.2	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Cypress View	21	97.5	8	93.0
Good Samaritan Park Meadows Village	16	97.3	25	91.6
Golden Acres	19	96.1	--	--
Good Samaritan Prairie Ridge	17	95.7	--	--
Good Samaritan Garden Vista	7	95.4	7	95.2
Pleasant View Lodge - Bow Island	6	95.3	--	--
Good Samaritan West Highlands	32	94.9	--	--
Clearview Lodge	9	94.8	11	99.4
Legacy Lodge	38	94.8	27	90.7
Orchard Manor	12	93.4	13	92.3
Chinook Lodge	10	93.3	6	96.7
Piyami Place	5	92.9	--	--
Meadow Ridge Seniors Village	22	92.3	--	--
River Ridge Seniors Village	9	92.2	--	--
South Zone facility average		92.2	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Meadow Lands	6	92.1	9	92.2
Provincial facility average		91.6	--	
Extendicare Fairmont Park	37	91.2	41	91.7
Sunny South Lodge	23	90.6	12	95.8
St. Therese Villa	67	90.4	--	--
Good Samaritan Linden View	20	90.3	--	--
Good Samaritan Lee Crest	27	90.1	26	92.6
The Wellington Retirement Residence	17	89.5	18	92.5
Columbia Assisted Living	20	88.5	23	89.8
Good Samaritan South Ridge Village	12	88.5	--	--
Sunnyside Care Centre	12	88.3	10	88.9
Good Samaritan Vista Village	20	86.4	17	95.9
York Creek Lodge	5	85.3	5	78.4

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.6 Dimension of Care: Communication

The Dimension of Care: Communication is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q27: Do your problems get taken care of here?
- Q24: Do the people in charge treat you with respect?
- Q23: Are the people in charge available to talk with you?
- Q25: Would you feel comfortable speaking to the people in charge about a problem?
- Q26: Do you know who to go to when you have a problem?

The provincial facility average for the Communication was 87.6 out of 100. Table 7 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 7: Summary of facility averages for Communication by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	8	96.5	--	--
Aspen Ridge Lodge	11	95.9	12	94.0
Carewest Colonel Belcher	17	93.2	--	--
Silver Willow Lodge	13	92.2	11	83.6
Revera Heartland	25	91.6	--	--
Edgemont Retirement Residence	14	91.5	17	91.3
St. Marguerite Manor	43	91.4	--	--
Whitehorn Village Retirement Community	19	90.8	13	87.5
Evanston Grand Village	27	89.6	--	--
AgeCare Seton	82	89.6	--	--
AgeCare Sagewood	35	89.3	20	88.1
Monterey Place	27	89.2	29	86.4
Holy Cross Manor	42	89.1	--	--
Wentworth Manor	19	88.5	11	85.4
Prince of Peace Manor	15	88.5	20	90.9
Calgary Zone facility average		88.1	--	
Provincial facility average		87.6	--	
Bethany Didsbury	22	87.3	--	--
Scenic Acres Retirement Residence	9	86.8	13	88.6
AgeCare Walden Heights	90	86.2	45	85.2
Tudor Manor	32	85.7	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Millrise Place	10	85.6	19	92.7
Sunrise Village High River	36	84.0	--	--
Carewest Nickle House	7	83.8	--	--
Kingsland Terrace	9	60.3	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	5	94.8	5	98.5
Aspen House	22	93.0	28	84.6
Lifestyle Options - Terra Losa	21	92.1	22	92.1
Chateau Vitaline	15	91.0	16	93.9
Chartwell Country Cottage Retirement Residence	17	90.5	11	91.3
Chartwell Wild Rose Retirement Residence	10	89.7	11	96.8
Citadel Mews West	33	89.7	28	89.3
CapitalCare Laurier House Strathcona	24	89.2	--	--
Emmanuel Home	10	89.2	--	--
Lifestyle Options - Riverbend	7	89.1	9	88.2
Devonshire Village	21	88.4	24	90.7
Shepherd's Care Kensington	31	88.3	18	87.6
Tuoi Hac - Golden Age Manor	35	88.2	--	--
Good Samaritan Spruce Grove Centre	12	88.1	13	95.8
Good Samaritan Wedman House	17	87.9	17	73.1
Garneau Hall	8	87.9	13	85.5
Rosedale Estates	28	87.7	--	--
Provincial facility average		87.6	--	
Riverbend Retirement Residence	12	87.4	11	79.9
Laurel Heights	23	87.3	--	--
Good Samaritan George Hennig Place	15	87.0	14	93.2
Glastonbury Village	20	86.9	28	83.2
Edmonton Zone facility average		86.2	--	
Shepherd's Garden	16	85.9	21	87.2
Rosedale at Griesbach	64	85.7	46	89.6
Copper Sky Lodge	36	85.2	--	--
Summerwood Village Retirement Residence	8	84.9	--	--
Kipohtakawmik Elders Lodge	6	83.7	--	--
Edmonton People in Need #2	10	83.6	--	--
CapitalCare Laurier House Lynnwood	38	83.5	54	85.7
Rosedale St. Albert	27	83.0	24	93.5

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Edmonton People In Need #4 - Batoma House	32	82.9	--	--
Saint Thomas Assisted Living Centre	49	82.6	40	78.5
Salvation Army Grace Manor	37	82.1	--	--
Lifestyle Options Whitemud	18	81.1	--	--
Salvation Army Stepping Stone Supportive Residence	21	80.7	--	--
Lewis Estates Retirement Residence	34	79.0	--	--
Sprucewood Place	39	78.3	37	73.5
Villa Marguerite	71	75.0	61	78.5
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Points West Living Wainwright	19	95.9	--	--
Sunrise Village Wetaskiwin	11	94.5	14	97.5
Providence Place	8	94.3	5	85.7
West Park Lodge	13	93.9	20	93.3
Islay Assisted Living	11	93.1	11	93.0
Eagle View Lodge	4	92.5	--	--
Pines Lodge	9	91.0	8	93.7
Coronation Hospital and Care Centre	11	90.8	10	91.0
Bashaw Meadows	8	90.6	--	--
Clearwater Centre	10	90.1	14	86.8
Wetaskiwin Meadows	10	89.8	10	84.3
Vermilion Valley Lodge	10	89.4	15	89.6
Bethany Sylvan Lake	12	89.3	13	84.0
Vegreville Manor	7	88.0	--	--
Provincial facility average		87.6	--	
Sunrise Village Ponoka	6	87.5	8	86.2
Central Zone facility average		87.1	--	
Extendicare Michener Hill	19	86.1	35	86.6
Sunset Manor	21	85.7	43	90.5
Sunrise Village Olds	9	84.9	12	92.3
Viewpoint	12	84.5	9	69.8
Points West Living Stettler	21	84.4	--	--
Sunrise Village Camrose	18	83.2	31	63.8
Royal Oak Manor	22	82.7	18	92.8
Chateau Three Hills	6	82.7	--	--
Villa Marie	30	79.9	--	--
Heritage House	19	78.1	--	--

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Good Shepherd Lutheran Home	20	75.8	23	89.5
Sunrise Village Drayton Valley	7	73.1	8	77.0
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Elk Point Heritage Lodge	5	98.6	--	--
Spruce View Lodge	6	95.6	--	--
Chateau Lac St. Anne	10	92.0	--	--
Ridgevalley Seniors Home	5	91.1	6	93.5
Smithfield Lodge	21	90.4	--	--
Points West Living Peace River	12	90.3	--	--
North Zone facility average		89.2	--	
The Gardens at Emerald Park	11	89.1	--	--
Provincial facility average		87.6	--	
Pleasant View Lodge - Mayerthorpe	7	87.0	--	--
Stone Brook	19	83.8	--	--
Parkland Lodge	6	83.8	--	--
Shepherd's Care Barrhead	17	79.0	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Clearview Lodge	9	96.6	11	94.5
Good Samaritan Garden Vista	7	95.7	7	91.7
Chinook Lodge	9	94.3	6	96.1
Good Samaritan Linden View	20	94.3	--	--
River Ridge Seniors Village	8	93.2	--	--
Good Samaritan West Highlands	32	92.6	--	--
Good Samaritan Prairie Ridge	17	92.4	--	--
The Wellington Retirement Residence	17	91.7	18	91.1
Legacy Lodge	38	91.6	27	83.2
Sunnyside Care Centre	12	91.1	10	98.2
York Creek Lodge	5	90.6	5	97.1
Golden Acres	19	90.1	--	--
Good Samaritan Vista Village	20	89.5	17	95.1
Good Samaritan Park Meadows Village	16	88.8	25	87.7
South Zone facility average		88.7	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Cypress View	18	88.4	8	80.8
Orchard Manor	11	88.4	13	90.7
Piyami Place	5	88.3	--	--
Sunny South Lodge	23	87.9	12	93.4
Provincial facility average		87.6	--	
Meadow Ridge Seniors Village	20	86.7	--	--
Extendicare Fairmont Park	36	86.5	39	88.0
Pleasant View Lodge - Bow Island	6	85.1	--	--
Columbia Assisted Living	22	84.6	22	84.9
St. Therese Villa	64	83.1	--	--
Good Samaritan Lee Crest	28	82.6	24	88.4
Good Samaritan South Ridge Village	10	81.1	--	--
Meadow Lands	5	71.4	9	93.3

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.7 Dimension of Care: Meals and Dining

The Dimension of Care: Meals and Dining is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q29: Is the food here tasty?
- Q30: Can you get the foods you like?
- Q32: Do you like the way your meals are served here?
- Q31: Is your food served at the right temperature?
- Q28: Do you get enough to eat?

The provincial facility average for Meals and Dining was 79.2 out of 100. Table 8 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 8: Summary of facility averages for Meals and Dining by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	89.7	--	--
Aspen Ridge Lodge	11	87.8	12	83.1
Carewest Nickle House	6	87.3	--	--
Scenic Acres Retirement Residence	11	87.1	14	83.6
Carewest Colonel Belcher	18	85.9	--	--
Revera Heartland	27	84.6	--	--
Whitehorn Village Retirement Community	20	84.1	13	79.3
Prince of Peace Manor	15	84.0	20	77.6
Edgemont Retirement Residence	16	83.0	18	83.0
Silver Willow Lodge	13	82.8	12	75.1
Evanston Grand Village	26	80.9	--	--
Monterey Place	29	80.7	32	81.0
Provincial facility average		79.2	--	
Calgary Zone facility average		78.9	--	
AgeCare Seton	90	78.2	--	--
Bethany Didsbury	24	75.8	--	--
Wentworth Manor	24	75.4	11	69.6
Tudor Manor	34	75.1	--	--
AgeCare Walden Heights	95	75.1	50	79.5
St. Marguerite Manor	43	74.9	--	--
Sunrise Village High River	39	74.6	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
AgeCare Sagewood	35	72.6	20	81.1
Millrise Place	11	68.9	19	84.0
Holy Cross Manor	43	66.2	--	--
Kingsland Terrace	9	60.9	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Spruce Grove Centre	15	91.3	13	89.6
Emmanuel Home	11	88.2	--	--
Chartwell Country Cottage Retirement Residence	17	86.2	10	79.4
Lifestyle Options - Terra Losa	23	86.0	24	86.7
Edmonton People In Need #4 - Batoma House	31	85.2	--	--
Rosedale Estates	28	85.0	--	--
Edmonton People in Need #2	10	85.0	--	--
Riverbend Retirement Residence	11	83.3	11	77.0
Chateau Vitaline	17	83.0	18	86.2
Good Samaritan George Hennig Place	15	82.8	14	90.6
Lifestyle Options - Riverbend	7	81.9	9	77.5
Aspen House	20	80.8	30	77.1
Rosedale St. Albert	30	79.7	27	89.3
Citadel Mews West	34	79.4	29	78.5
Provincial facility average		79.2	--	
Rosedale at Griesbach	73	79.2	49	78.7
Devonshire Village	22	78.5	28	69.3
West Country Hearth	6	78.4	4	84.5
Chartwell Wild Rose Retirement Residence	11	78.4	12	80.1
Edmonton Zone facility average		77.8	--	
Sprucewood Place	39	77.7	36	68.2
Summerwood Village Retirement Residence	9	77.1	--	--
Good Samaritan Wedman House	18	76.7	18	75.0
Glastonbury Village	20	76.5	29	77.7
Salvation Army Grace Manor	37	76.1	--	--
Kipohtakawmik Elders Lodge	6	75.6	--	--
Garneau Hall	8	75.2	15	84.8
Shepherd's Care Kensington	30	74.5	20	68.5
Tuoi Hac - Golden Age Manor	37	74.4	--	--
Lifestyle Options Whitemud	17	74.3	--	--
CapitalCare Laurier House Strathcona	24	72.4	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Saint Thomas Assisted Living Centre	50	72.1	41	60.4
Salvation Army Stepping Stone Supportive Residence	21	72.0	--	--
Copper Sky Lodge	38	72.0	--	--
CapitalCare Laurier House Lynnwood	43	70.9	55	77.2
Villa Marguerite	76	69.2	62	70.3
Laurel Heights	23	68.9	--	--
Shepherd's Garden	18	66.8	21	77.2
Lewis Estates Retirement Residence	36	64.7	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Eagle View Lodge	5	92.9	--	--
Providence Place	8	91.4	7	83.1
Islay Assisted Living	11	88.7	11	95.5
Points West Living Wainwright	19	87.4	--	--
Wetaskiwin Meadows	10	86.5	10	82.3
West Park Lodge	13	85.9	20	92.3
Sunrise Village Wetaskiwin	11	83.9	14	89.8
Points West Living Stettler	23	82.3	--	--
Sunrise Village Olds	10	81.6	12	86.4
Vermilion Valley Lodge	11	81.0	15	87.9
Bethany Sylvan Lake	13	79.8	13	85.8
Clearwater Centre	12	79.7	15	81.8
Provincial facility average		79.2	--	
Chateau Three Hills	9	78.7	--	--
Central Zone facility average		78.7	--	
Coronation Hospital and Care Centre	11	78.6	10	81.6
Sunrise Village Ponoka	7	78.3	8	81.1
Extendicare Michener Hill	22	78.1	36	81.4
Pines Lodge	9	77.2	8	87.0
Sunrise Village Camrose	20	77.0	32	66.1
Viewpoint	11	76.4	10	66.6
Good Samaritan Good Shepherd Lutheran Home	21	75.1	25	80.0
Villa Marie	30	73.5	--	--
Sunrise Village Drayton Valley	8	73.4	8	74.0
Sunset Manor	21	73.3	45	80.8
Vegreville Manor	6	72.4	--	--
Bashaw Meadows	8	68.5	--	--

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Heritage House	19	64.7	--	--
Royal Oak Manor	22	58.6	19	86.9
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Spruce View Lodge	6	92.0	--	--
Ridgevalley Seniors Home	5	91.7	7	90.0
Elk Point Heritage Lodge	5	90.4	--	--
The Gardens at Emerald Park	11	86.1	--	--
Parkland Lodge	6	82.1	--	--
North Zone facility average		80.4	--	
Provincial facility average		79.2	--	
Smithfield Lodge	22	78.5	--	--
Chateau Lac St. Anne	10	77.5	--	--
Pleasant View Lodge - Mayerthorpe	8	76.4	--	--
Stone Brook	19	72.4	--	--
Shepherd's Care Barrhead	18	71.6	--	--
Points West Living Peace River	12	65.3	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Pleasant View Lodge - Bow Island	6	93.1	--	--
Golden Acres	19	91.3	--	--
Piyami Place	5	90.0	--	--
York Creek Lodge	5	88.7	6	75.7
Good Samaritan Garden Vista	7	88.4	7	86.9
Clearview Lodge	9	87.6	11	93.0
Cypress View	22	85.3	8	81.0
The Wellington Retirement Residence	18	85.0	18	82.5
Chinook Lodge	9	83.7	6	79.2
Legacy Lodge	38	82.9	27	80.9
Meadow Ridge Seniors Village	21	82.8	--	--
Good Samaritan Vista Village	20	82.7	17	78.5
Meadow Lands	5	82.3	9	78.3
Good Samaritan Park Meadows Village	16	81.8	25	80.5
South Zone facility average		81.6	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
River Ridge Seniors Village	9	81.4	--	--
Sunny South Lodge	23	80.2	12	77.3
Good Samaritan South Ridge Village	12	79.7	--	--
Provincial facility average		79.2	--	
Good Samaritan West Highlands	33	78.5	--	--
Good Samaritan Prairie Ridge	17	77.0	--	--
Good Samaritan Linden View	21	76.8	--	--
Extendicare Fairmont Park	38	75.5	40	74.0
St. Therese Villa	66	74.9	--	--
Sunnyside Care Centre	11	74.8	10	80.9
Good Samaritan Lee Crest	26	72.6	26	80.0
Orchard Manor	12	72.0	12	79.3
Columbia Assisted Living	23	71.9	22	77.7

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.8 Dimension of Care: Employee Responsiveness

The Dimension of Care: Employee Responsiveness is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q20: During the weekend, are employees available to help you if you need it?
- Q21: During the evening and night, are employees available to help you if you need it?
- Q19: During the week, are employees available to help you if you need it?
- Q22: Do you feel confident that employees know how to do their jobs?

The provincial facility average for Employee Responsiveness was 88.8 out of 100. Table 9 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 9: Summary of facility averages for Employee Responsiveness by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	8	98.9	--	--
Aspen Ridge Lodge	11	97.8	12	96.0
Edgemont Retirement Residence	14	93.0	15	91.2
Whitehorn Village Retirement Community	20	92.5	13	89.8
Monterey Place	28	92.0	30	82.4
Revera Heartland	27	91.7	--	--
AgeCare Sagewood	36	91.4	20	88.4
Silver Willow Lodge	13	90.4	12	86.0
AgeCare Seton	84	90.4	--	--
St. Marguerite Manor	43	89.2	--	--
Provincial facility average		88.8	--	
Millrise Place	11	88.5	18	91.3
Calgary Zone facility average		88.5	--	
Evanston Grand Village	25	88.5	--	--
AgeCare Walden Heights	93	88.4	48	85.3
Scenic Acres Retirement Residence	10	88.3	14	90.2
Wentworth Manor	20	87.7	11	84.2
Prince of Peace Manor	15	87.4	19	92.4
Tudor Manor	35	87.0	--	--
Sunrise Village High River	38	83.2	--	--
Holy Cross Manor	43	83.2	--	--
Carewest Colonel Belcher	17	82.7	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Bethany Didsbury	21	81.9	--	--
Kingsland Terrace	9	81.0	--	--
Carewest Nickle House	7	81.0	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Spruce Grove Centre	14	96.1	13	98.2
Glastonbury Village	17	95.5	27	85.3
Lifestyle Options - Terra Losa	23	94.1	22	84.9
Rosedale Estates	27	92.8	--	--
Saint Thomas Assisted Living Centre	47	92.6	40	82.8
CapitalCare Laurier House Strathcona	24	92.3	--	--
Chateau Vitaline	17	91.9	17	92.3
Citadel Mews West	33	91.8	26	89.0
Chartwell Wild Rose Retirement Residence	10	91.6	10	86.9
West Country Hearth	6	91.6	5	98.2
Garneau Hall	9	91.5	13	96.1
Edmonton People In Need #4 - Batoma House	31	91.1	--	--
Edmonton People in Need #2	10	91.0	--	--
Aspen House	20	90.4	27	85.3
Emmanuel Home	9	90.3	--	--
Chartwell Country Cottage Retirement Residence	17	90.3	10	92.2
Shepherd's Garden	17	89.9	21	92.3
Riverbend Retirement Residence	12	89.5	10	75.9
Good Samaritan George Hennig Place	15	89.3	14	97.7
Rosedale at Griesbach	72	89.1	48	88.5
Summerwood Village Retirement Residence	8	88.9	--	--
Provincial facility average		88.8	--	
Edmonton Zone facility average		88.1	--	
CapitalCare Laurier House Lynnwood	41	86.9	57	83.5
Devonshire Village	23	86.9	25	84.6
Shepherd's Care Kensington	30	86.4	18	92.4
Tuoi Hac - Golden Age Manor	35	86.3	--	--
Lifestyle Options - Riverbend	7	86.2	8	93.0
Lifestyle Options Whitemud	18	86.1	--	--
Copper Sky Lodge	38	85.9	--	--
Good Samaritan Wedman House	18	84.8	18	81.6
Laurel Heights	24	84.4	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Salvation Army Grace Manor	37	83.8	--	--
Sprucewood Place	39	83.7	38	75.4
Rosedale St. Albert	27	83.3	25	93.9
Kipohtakawmik Elders Lodge	6	82.7	--	--
Salvation Army Stepping Stone Supportive Residence	21	82.5	--	--
Villa Marguerite	73	76.8	58	78.4
Lewis Estates Retirement Residence	36	73.2	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Eagle View Lodge	5	98.3	--	--
Providence Place	8	96.6	6	92.7
Wetaskiwin Meadows	9	95.6	10	94.4
Points West Living Wainwright	18	95.6	--	--
West Park Lodge	13	95.0	20	92.1
Islay Assisted Living	11	94.7	11	97.7
Coronation Hospital and Care Centre	11	94.6	10	97.4
Bethany Sylvan Lake	12	93.4	13	83.4
Sunrise Village Wetaskiwin	10	92.5	14	93.2
Viewpoint	12	92.2	10	77.7
Bashaw Meadows	8	91.6	--	--
Sunrise Village Olds	10	90.9	12	89.0
Clearwater Centre	12	90.6	15	87.5
Central Zone facility average		89.3	--	
Sunrise Village Ponoka	7	89.2	8	95.3
Pines Lodge	9	88.9	8	95.6
Provincial facility average		88.8	--	
Chateau Three Hills	9	88.6	--	--
Heritage House	19	87.3	--	--
Sunrise Village Camrose	20	87.1	32	69.3
Vermilion Valley Lodge	11	86.0	15	92.7
Vegreville Manor	7	85.8	--	--
Points West Living Stettler	23	85.3	--	--
Extendicare Michener Hill	22	84.2	35	85.5
Royal Oak Manor	22	83.0	17	91.2
Sunset Manor	20	82.3	44	92.8
Sunrise Village Drayton Valley	8	81.4	7	84.9

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Villa Marie	28	81.2	--	--
Good Samaritan Good Shepherd Lutheran Home	20	79.6	25	89.8
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Elk Point Heritage Lodge	5	100.0	--	--
Spruce View Lodge	6	97.0	--	--
Ridgevalley Seniors Home	5	96.6	6	92.2
Parkland Lodge	6	94.6	--	--
Chateau Lac St. Anne	10	94.4	--	--
Pleasant View Lodge - Mayerthorpe	7	92.6	--	--
North Zone facility average		92.2	--	
Smithfield Lodge	22	91.1	--	--
The Gardens at Emerald Park	10	90.0	--	--
Points West Living Peace River	11	89.8	--	--
Provincial facility average		88.8	--	
Stone Brook	16	86.9	--	--
Shepherd's Care Barrhead	18	81.1	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Clearview Lodge	8	100.0	9	99.0
York Creek Lodge	5	96.7	6	81.6
Golden Acres	18	96.5	--	--
Piyami Place	5	95.0	--	--
Cypress View	21	93.6	8	89.9
Good Samaritan West Highlands	32	91.9	--	--
Good Samaritan Garden Vista	7	91.6	7	92.5
Pleasant View Lodge - Bow Island	6	90.9	--	--
Chinook Lodge	10	89.8	6	92.9
Provincial facility average		88.8	--	
Orchard Manor	11	88.6	12	97.8
Good Samaritan Vista Village	19	88.4	17	92.9
South Zone facility average		88.2	--	
River Ridge Seniors Village	8	88.1	--	--
Good Samaritan Linden View	21	88.1	--	--
Legacy Lodge	39	87.9	29	84.2

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunny South Lodge	22	87.7	12	95.9
Good Samaritan Park Meadows Village	15	87.6	25	86.9
The Wellington Retirement Residence	18	87.4	18	88.6
Columbia Assisted Living	20	86.9	23	87.3
Good Samaritan South Ridge Village	13	86.6	--	--
Good Samaritan Prairie Ridge	16	85.4	--	--
Sunnyside Care Centre	12	84.7	10	89.0
St. Therese Villa	65	82.9	--	--
Meadow Lands	6	81.8	9	90.6
Good Samaritan Lee Crest	28	81.2	25	90.7
Extendicare Fairmont Park	36	79.1	40	83.2
Meadow Ridge Seniors Village	22	74.8	--	--

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.9 Dimension of Care: Activities

The Dimension of Care: Activities is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q3: Are you satisfied with the activities offered here?
- Q1: Do you have enough to do here?
- Q2: Do you get enough information about the activities offered here?
- Q4: Can you choose what activities you do here?

The provincial facility average for Activities was 81.2 out of 100. Table 10 summarizes facility scores for the eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 10: Summary of facility averages for Activities by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Aspen Ridge Lodge	11	95.3	12	90.7
Whitehorn Village Retirement Community	21	89.5	11	90.7
McKenzie Towne Retirement Residence	8	89.4	--	--
Wentworth Manor	22	87.8	11	84.1
Carewest Nickle House	8	87.7	--	--
Edgemont Retirement Residence	16	87.5	15	94.0
Revera Heartland	28	87.2	--	--
Carewest Colonel Belcher	18	86.2	--	--
Prince of Peace Manor	15	85.6	19	85.2
Scenic Acres Retirement Residence	11	85.2	12	89.1
AgeCare Sagewood	37	84.5	22	83.3
Calgary Zone facility average		84.1	--	
Tudor Manor	31	83.4	--	--
St. Marguerite Manor	43	83.3	--	--
Bethany Didsbury	24	82.7	--	--
Sunrise Village High River	38	82.7	--	--
AgeCare Seton	89	82.6	--	--
Silver Willow Lodge	13	82.5	11	89.0
AgeCare Walden Heights	95	82.4	43	75.1
Provincial facility average		81.2	--	
Monterey Place	31	81.0	35	81.0
Evanston Grand Village	27	80.4	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Millrise Place	11	79.3	18	86.7
Holy Cross Manor	42	75.9	--	--
Kingsland Terrace	9	71.9	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Edmonton People in Need #2	10	93.0	--	--
Summerwood Village Retirement Residence	9	92.4	--	--
Chartwell Wild Rose Retirement Residence	11	88.1	12	87.5
Devonshire Village	25	86.7	26	89.3
Rosedale at Griesbach	69	86.5	43	82.0
West Country Hearth	6	86.2	5	83.6
Good Samaritan Spruce Grove Centre	14	86.2	13	86.1
Edmonton People In Need #4 - Batoma House	35	86.1	--	--
Shepherd's Garden	15	85.8	21	78.7
Citadel Mews West	34	85.0	28	84.4
Rosedale Estates	29	84.9	--	--
Lifestyle Options - Terra Rosa	22	83.8	23	84.6
CapitalCare Laurier House Lynnwood	40	83.6	55	77.6
Chartwell Country Cottage Retirement Residence	15	83.6	11	88.0
Salvation Army Grace Manor	36	83.5	--	--
Riverbend Retirement Residence	12	83.4	11	80.6
Rosedale St. Albert	29	83.4	26	83.2
Emmanuel Home	11	83.3	--	--
Good Samaritan Wedman House	15	82.6	18	64.9
Glastonbury Village	17	82.1	27	75.6
Shepherd's Care Kensington	31	81.9	18	79.0
Garneau Hall	8	81.7	15	72.0
Lifestyle Options - Riverbend	7	81.5	8	84.5
Edmonton Zone facility average		81.3	--	
Provincial facility average		81.2	--	
Aspen House	22	80.7	30	76.2
Good Samaritan George Hennig Place	15	79.0	14	96.6
CapitalCare Laurier House Strathcona	24	78.0	--	--
Laurel Heights	23	77.4	--	--
Tuoi Hac - Golden Age Manor	35	77.2	--	--
Lifestyle Options Whitemud	18	76.9	--	--
Sprucewood Place	38	76.7	36	74.5

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Copper Sky Lodge	39	75.8	--	--
Lewis Estates Retirement Residence	36	75.0	--	--
Saint Thomas Assisted Living Centre	48	73.9	41	72.0
Salvation Army Stepping Stone Supportive Residence	19	73.2	--	--
Chateau Vitaline	16	72.0	18	80.7
Villa Marguerite	75	70.7	63	76.1
Kipohtakawmik Elders Lodge	6	65.4	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village Ponoka	6	94.4	8	79.5
Providence Place	7	87.8	7	80.6
Sunrise Village Wetaskiwin	10	87.5	14	83.7
West Park Lodge	13	85.5	20	85.4
Islay Assisted Living	11	84.8	11	85.9
Coronation Hospital and Care Centre	12	83.6	10	82.4
Bashaw Meadows	7	83.6	--	--
Sunrise Village Camrose	20	81.9	31	81.8
Points West Living Wainwright	20	81.8	--	--
Provincial facility average		81.2	--	
Sunset Manor	20	80.4	43	81.0
Extendicare Michener Hill	22	79.7	35	72.1
Central Zone facility average		77.0	--	
Vegreville Manor	7	77.0	--	--
Royal Oak Manor	21	74.9	18	75.1
Chateau Three Hills	9	74.6	--	--
Good Samaritan Good Shepherd Lutheran Home	20	74.5	24	83.2
Eagle View Lodge	5	74.0	--	--
Villa Marie	28	73.4	--	--
Points West Living Stettler	24	73.1	--	--
Sunrise Village Olds	9	72.1	10	81.4
Bethany Sylvan Lake	12	71.7	13	78.5
Sunrise Village Drayton Valley	8	70.9	8	82.6
Wetaskiwin Meadows	10	70.7	10	66.2
Pines Lodge	9	70.2	8	86.5
Clearwater Centre	11	69.1	15	74.9
Vermilion Valley Lodge	11	68.9	15	85.2

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Viewpoint	10	67.7	10	56.5
Heritage House	20	66.1	--	--
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Parkland Lodge	6	87.2	--	--
Ridgevalley Seniors Home	5	86.9	7	86.2
Elk Point Heritage Lodge	5	86.5	--	--
Chateau Lac St. Anne	10	86.3	--	--
Smithfield Lodge	22	83.0	--	--
Provincial facility average		81.2	--	
North Zone facility average		79.9	--	
Stone Brook	19	79.8	--	--
Spruce View Lodge	6	76.3	--	--
Shepherd's Care Barrhead	18	75.1	--	--
Pleasant View Lodge - Mayerthorpe	7	74.9	--	--
The Gardens at Emerald Park	9	73.5	--	--
Points West Living Peace River	12	69.0	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Golden Acres	18	92.3	--	--
Good Samaritan Prairie Ridge	16	91.8	--	--
Good Samaritan Garden Vista	7	91.6	8	63.6
Clearview Lodge	9	90.6	11	93.5
Cypress View	20	90.0	7	82.0
Chinook Lodge	10	87.9	6	92.0
Pleasant View Lodge - Bow Island	5	87.1	--	--
Legacy Lodge	36	86.4	28	81.9
Good Samaritan Vista Village	20	86.0	17	90.4
Good Samaritan West Highlands	33	85.8	--	--
Piyami Place	5	84.4	--	--
York Creek Lodge	5	84.2	5	78.8
Orchard Manor	11	83.8	12	90.3
South Zone facility average		83.2	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunnyside Care Centre	12	82.8	10	87.9
Sunny South Lodge	23	82.6	12	88.9
St. Therese Villa	64	81.5	--	--
Provincial facility average		81.2	--	
Good Samaritan South Ridge Village	13	81.1	--	--
The Wellington Retirement Residence	16	80.7	18	87.7
Good Samaritan Park Meadows Village	16	80.5	25	79.0
Good Samaritan Linden View	22	79.0	--	--
Columbia Assisted Living	20	78.0	23	79.4
River Ridge Seniors Village	9	77.9	--	--
Good Samaritan Lee Crest	27	75.9	26	80.3
Meadow Lands	6	75.1	9	72.3
Extendicare Fairmont Park	39	73.9	38	70.3
Meadow Ridge Seniors Village	21	72.5	--	--

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.10 Dimension of Care: Care and Services

The Dimension of Care: Care and Services is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q14: Do the employees who take care of you know what you like and you don't like?
- Q13: Do the employees explain your care and services to you?
- Q11: Can you get snacks and drinks whenever you want them?
- Q12: Do you get your medications on time?

The provincial facility average for Care and Services was 82.6 out of 100. Table 11 summarizes facility scores for the eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 11: Summary of facility averages for Care and Services by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	96.6	--	--
Silver Willow Lodge	13	89.2	11	90.7
Whitehorn Village Retirement Community	19	88.6	13	81.3
Aspen Ridge Lodge	11	88.5	12	90.2
Revera Heartland	28	87.5	--	--
St. Marguerite Manor	43	85.9	--	--
Monterey Place	30	85.8	33	79.9
Tudor Manor	35	85.7	--	--
Bethany Didsbury	24	85.7	--	--
Evanston Grand Village	26	85.5	--	--
Edgemont Retirement Residence	15	84.6	18	85.3
Calgary Zone facility average		84.4	--	
Wentworth Manor	21	84.0	11	85.8
AgeCare Seton	90	83.9	--	--
AgeCare Sagewood	36	83.9	19	86.8
Carewest Nickle House	7	82.8	--	--
Provincial facility average		82.6	--	
Prince of Peace Manor	15	82.3	20	82.8
Sunrise Village High River	37	82.0	--	--
Holy Cross Manor	43	81.6	--	--
AgeCare Walden Heights	94	81.5	47	78.4
Millrise Place	11	80.8	19	86.8

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Kingsland Terrace	9	79.0	--	--
Scenic Acres Retirement Residence	10	78.4	13	81.0
Carewest Colonel Belcher	17	76.6	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	6	91.1	5	90.6
CapitalCare Laurier House Strathcona	24	87.2	--	--
Garneau Hall	9	87.0	15	76.9
Lifestyle Options - Terra Losa	21	86.4	24	76.4
Shepherd's Garden	17	86.3	21	77.2
Rosedale Estates	29	86.2	--	--
Saint Thomas Assisted Living Centre	50	85.3	41	75.1
Edmonton People in Need #2	10	85.1	--	--
Aspen House	22	85.0	30	65.5
Citadel Mews West	34	84.9	29	84.4
Good Samaritan Spruce Grove Centre	15	84.7	13	88.5
Riverbend Retirement Residence	12	83.7	10	70.2
Emmanuel Home	10	83.4	--	--
Provincial facility average		82.6	--	
Shepherd's Care Kensington	31	82.4	19	86.0
Good Samaritan Wedman House	18	81.4	18	82.0
Good Samaritan George Hennig Place	15	81.3	14	90.1
Devonshire Village	22	80.9	28	81.6
Lifestyle Options Whitemud	18	80.9	--	--
Chartwell Country Cottage Retirement Residence	17	80.9	11	81.3
Glastonbury Village	19	80.8	26	75.8
Rosedale at Griesbach	72	80.7	46	86.4
Edmonton Zone facility average		80.3	--	
CapitalCare Laurier House Lynnwood	41	80.3	56	82.1
Copper Sky Lodge	38	80.1	--	--
Laurel Heights	23	79.9	--	--
Salvation Army Stepping Stone Supportive Residence	21	79.6	--	--
Edmonton People In Need #4 - Batoma House	32	79.1	--	--
Kipohtakawmik Elders Lodge	6	78.7	--	--
Chateau Vitaline	18	77.6	17	85.4
Lifestyle Options - Riverbend	7	77.5	10	81.0
Tuoi Hac - Golden Age Manor	37	76.9	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Chartwell Wild Rose Retirement Residence	11	76.2	12	84.2
Rosedale St. Albert	30	74.9	27	85.7
Sprucewood Place	38	72.4	36	60.7
Summerwood Village Retirement Residence	10	69.9	--	--
Salvation Army Grace Manor	37	69.2	--	--
Villa Marguerite	75	68.1	63	71.1
Lewis Estates Retirement Residence	37	66.2	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Providence Place	7	93.6	7	90.4
Islay Assisted Living	11	93.6	11	91.5
Coronation Hospital and Care Centre	11	92.5	10	92.3
Sunrise Village Wetaskiwin	11	92.1	14	96.8
Wetaskiwin Meadows	10	91.2	10	87.1
West Park Lodge	13	89.9	20	89.3
Points West Living Wainwright	19	89.5	--	--
Clearwater Centre	13	88.6	15	86.7
Bethany Sylvan Lake	13	87.9	13	82.2
Sunrise Village Drayton Valley	8	85.3	7	88.7
Sunrise Village Camrose	21	85.2	31	72.7
Eagle View Lodge	5	84.1	--	--
Central Zone facility average		83.6	--	
Vermilion Valley Lodge	11	83.5	15	89.0
Sunrise Village Ponoka	7	83.3	8	87.7
Provincial facility average		82.6	--	
Extendicare Michener Hill	21	81.9	35	81.9
Sunrise Village Olds	10	81.9	12	88.4
Bashaw Meadows	8	80.8	--	--
Vegreville Manor	7	80.6	--	--
Good Samaritan Good Shepherd Lutheran Home	21	79.5	23	86.7
Viewpoint	12	78.4	10	81.0
Villa Marie	32	78.2	--	--
Sunset Manor	22	77.5	42	84.2
Chateau Three Hills	8	77.1	--	--
Royal Oak Manor	21	76.5	18	83.5
Points West Living Stettler	23	76.3	--	--

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Pines Lodge	9	74.4	8	79.7
Heritage House	20	73.9	--	--
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Elk Point Heritage Lodge	5	98.7	--	--
Ridgevalley Seniors Home	5	93.3	7	95.1
The Gardens at Emerald Park	11	86.5	--	--
Stone Brook	19	85.5	--	--
Smithfield Lodge	22	84.8	--	--
Provincial facility average		82.6	--	
North Zone facility average		81.2	--	
Chateau Lac St. Anne	10	78.7	--	--
Points West Living Peace River	12	76.3	--	--
Spruce View Lodge	6	76.1	--	--
Parkland Lodge	6	76.1	--	--
Shepherd's Care Barrhead	17	71.8	--	--
Pleasant View Lodge - Mayerthorpe	8	69.3	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Golden Acres	19	93.2	--	--
York Creek Lodge	5	92.3	6	71.8
Piyami Place	5	91.8	--	--
Clearview Lodge	9	91.8	11	88.9
Good Samaritan Garden Vista	7	91.3	8	87.7
River Ridge Seniors Village	9	90.8	--	--
Good Samaritan West Highlands	33	87.7	--	--
Legacy Lodge	38	87.3	29	83.4
The Wellington Retirement Residence	17	86.9	18	81.6
Good Samaritan Prairie Ridge	17	86.5	--	--
Cypress View	21	85.1	8	78.0
Good Samaritan Vista Village	20	85.0	17	87.2
Pleasant View Lodge - Bow Island	6	84.8	--	--
Good Samaritan Linden View	21	84.7	--	--
South Zone facility average		83.9	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Good Samaritan Park Meadows Village	15	83.8	25	86.2
Orchard Manor	10	82.8	13	81.5
Provincial facility average		82.6	--	
Good Samaritan South Ridge Village	13	81.7	--	--
Meadow Ridge Seniors Village	20	80.2	--	--
Chinook Lodge	10	78.7	6	96.1
Sunnyside Care Centre	12	78.5	10	87.0
Columbia Assisted Living	21	77.7	22	85.4
St. Therese Villa	66	77.7	--	--
Sunny South Lodge	22	77.6	12	87.1
Good Samaritan Lee Crest	28	76.8	26	83.1
Meadow Lands	6	73.6	9	85.3
Extencicare Fairmont Park	39	73.2	41	79.3

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.11 Dimension of Care: Relationship with Employees

The Dimension of Care: Relationship with Employees is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q18: Do the employees treat you with respect?
- Q15: Are the employees courteous to you?
- Q17: Are the people that work here friendly?
- Q16: Can you depend on the employees?

The provincial facility average for Relationship with Employees was 92.3 out of 100. Table 12 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 12: Summary of facility averages for Relationship with Employees by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	100.0	--	--
Aspen Ridge Lodge	11	97.8	12	95.2
Silver Willow Lodge	13	96.7	12	94.3
Revera Heartland	28	96.7	--	--
Whitehorn Village Retirement Community	19	95.7	13	91.2
Bethany Didsbury	23	94.4	--	--
St. Marguerite Manor	43	94.2	--	--
Prince of Peace Manor	15	93.4	20	93.3
Scenic Acres Retirement Residence	11	93.4	14	87.7
AgeCare Seton	92	93.3	--	--
AgeCare Sagewood	37	92.8	20	96.6
Monterey Place	29	92.5	34	90.6
Edgemont Retirement Residence	16	92.5	18	94.7
Calgary Zone facility average		92.4	--	
Provincial facility average		92.3	--	
Tudor Manor	35	91.9	--	--
Evanston Grand Village	27	91.6	--	--
Wentworth Manor	24	90.8	11	93.2
AgeCare Walden Heights	97	90.6	50	91.5
Millrise Place	11	90.4	19	94.9
Sunrise Village High River	39	89.9	--	--
Holy Cross Manor	43	89.6	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Carewest Nickle House	7	88.9	--	--
Carewest Colonel Belcher	17	87.0	--	--
Kingsland Terrace	9	80.6	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Garneau Hall	9	98.1	13	96.2
Lifestyle Options - Terra Losa	22	97.3	24	93.8
Good Samaritan Spruce Grove Centre	15	97.2	13	98.1
Lifestyle Options - Riverbend	7	96.2	10	86.4
Emmanuel Home	10	96.1	--	--
West Country Hearth	6	95.8	5	96.8
Citadel Mews West	34	95.8	29	96.3
CapitalCare Laurier House Strathcona	24	95.2	--	--
Laurel Heights	24	95.0	--	--
Riverbend Retirement Residence	12	94.8	11	83.3
Chartwell Country Cottage Retirement Residence	17	94.2	11	95.3
Edmonton People in Need #2	10	94.1	--	--
Devonshire Village	25	93.9	28	90.0
Summerwood Village Retirement Residence	10	93.8	--	--
Rosedale Estates	28	93.6	--	--
Glastonbury Village	19	93.5	29	93.4
Rosedale at Griesbach	73	93.5	49	94.6
Kipohtakawmik Elders Lodge	6	93.2	--	--
Good Samaritan George Hennig Place	15	92.8	14	97.6
Saint Thomas Assisted Living Centre	50	92.7	42	83.7
Provincial facility average		92.3	--	
Aspen House	22	92.1	30	82.1
Edmonton Zone facility average		91.9	--	
Shepherd's Garden	18	91.4	21	96.4
CapitalCare Laurier House Lynnwood	43	91.2	57	90.0
Shepherd's Care Kensington	32	90.4	20	95.2
Tuoi Hac - Golden Age Manor	36	90.3	--	--
Good Samaritan Wedman House	18	90.1	18	89.4
Edmonton People In Need #4 - Batoma House	33	89.8	--	--
Rosedale St. Albert	28	89.6	27	95.7
Chartwell Wild Rose Retirement Residence	11	89.1	13	90.4
Copper Sky Lodge	39	88.5	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Salvation Army Grace Manor	37	88.2	--	--
Chateau Vitaline	17	87.6	18	95.2
Salvation Army Stepping Stone Supportive Residence	21	87.1	--	--
Lifestyle Options Whitemud	18	87.0	--	--
Lewis Estates Retirement Residence	37	86.1	--	--
Sprucewood Place	40	84.9	38	80.2
Villa Marguerite	75	79.5	63	79.8
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village Wetaskiwin	11	99.2	14	98.8
Points West Living Wainwright	20	98.4	--	--
Eagle View Lodge	5	98.1	--	--
Coronation Hospital and Care Centre	12	97.7	10	94.2
Wetaskiwin Meadows	10	96.7	10	94.9
Bethany Sylvan Lake	13	96.7	13	89.1
Vermilion Valley Lodge	11	95.4	15	92.9
West Park Lodge	13	94.8	20	97.6
Providence Place	8	94.8	7	92.4
Islay Assisted Living	11	93.9	11	98.6
Pines Lodge	9	93.6	8	97.9
Bashaw Meadows	8	93.3	--	--
Extendicare Michener Hill	22	93.0	36	89.6
Vegreville Manor	7	92.6	--	--
Provincial facility average		92.3	--	
Central Zone facility average		92.2	--	
Viewpoint	12	91.3	10	81.7
Sunrise Village Olds	10	90.9	12	95.0
Sunrise Village Camrose	21	90.7	32	76.9
Sunset Manor	20	90.6	45	96.2
Clearwater Centre	12	90.4	15	90.9
Points West Living Stettler	23	89.6	--	--
Chateau Three Hills	9	88.6	--	--
Royal Oak Manor	22	88.2	19	99.1
Villa Marie	29	87.7	--	--
Heritage House	20	86.3	--	--
Sunrise Village Ponoka	7	85.7	8	93.9

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village Drayton Valley	8	85.6	7	91.8
Good Samaritan Good Shepherd Lutheran Home	21	85.2	25	91.9
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Elk Point Heritage Lodge	5	100.0	--	--
Spruce View Lodge	6	97.0	--	--
Ridgevalley Seniors Home	5	96.8	6	93.1
Chateau Lac St. Anne	10	95.2	--	--
Stone Brook	19	94.2	--	--
Smithfield Lodge	22	93.7	--	--
North Zone facility average		93.1	--	
Parkland Lodge	6	92.7	--	--
Provincial facility average		92.3	--	
The Gardens at Emerald Park	11	91.7	--	--
Points West Living Peace River	12	90.3	--	--
Shepherd's Care Barrhead	18	86.9	--	--
Pleasant View Lodge - Mayerthorpe	8	85.8	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Golden Acres	19	97.9	--	--
Pleasant View Lodge - Bow Island	6	97.5	--	--
Clearview Lodge	9	96.1	11	98.6
Orchard Manor	12	96.0	13	94.9
River Ridge Seniors Village	9	95.3	--	--
Good Samaritan Garden Vista	7	95.3	8	95.7
The Wellington Retirement Residence	18	95.2	18	93.1
York Creek Lodge	5	95.1	6	89.7
Good Samaritan Prairie Ridge	17	94.6	--	--
Good Samaritan West Highlands	33	94.4	--	--
Good Samaritan Park Meadows Village	16	94.4	25	90.4
Piyami Place	5	93.1	--	--
Good Samaritan Linden View	21	93.0	--	--
Sunny South Lodge	24	92.7	12	95.9
South Zone facility average		92.5	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Legacy Lodge	40	92.4	28	86.3
Provincial facility average		92.3	--	
Cypress View	21	92.1	8	89.7
Good Samaritan Vista Village	20	92.0	17	98.0
Chinook Lodge	10	91.7	6	100.0
Columbia Assisted Living	22	91.3	23	89.2
Meadow Lands	6	89.3	9	97.2
Sunnyside Care Centre	12	89.0	10	93.4
Good Samaritan Lee Crest	28	88.2	26	89.3
Meadow Ridge Seniors Village	22	87.8	--	--
Extendicare Fairmont Park	37	87.6	41	91.1
Good Samaritan South Ridge Village	13	86.9	--	--
St. Therese Villa	68	84.9	--	--

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.12 Dimension of Care: Choice

The Dimension of Care: Choice is made up of the following six questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q9: Are the rules here reasonable?
- Q6: Do the employees leave you alone if you don't want to do anything?
- Q7: Do the people who work here encourage you to do things you are able to do yourself?
- Q8: Are you free to come and go as you are able?
- Q5: Can you go to bed when you like?
- Q10: Can you choose what clothes to wear?

The provincial facility average for Choice was 89.2 out of 100. Table 13 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 13: Summary of facility averages for Choice by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	98.1	--	--
Edgemont Retirement Residence	16	96.5	18	95.7
Revera Heartland	28	94.8	--	--
Aspen Ridge Lodge	11	94.7	12	95.0
Evanston Grand Village	27	93.2	--	--
AgeCare Walden Heights	97	92.7	50	86.9
St. Marguerite Manor	43	92.2	--	--
AgeCare Sagewood	37	91.6	21	91.4
Whitehorn Village Retirement Community	21	91.3	13	93.5
Wentworth Manor	24	91.2	11	89.4
Scenic Acres Retirement Residence	11	90.9	14	89.3
Prince of Peace Manor	15	90.5	20	95.0
Sunrise Village High River	40	89.8	--	--
Holy Cross Manor	43	89.8	--	--
AgeCare Seton	94	89.5	--	--
Calgary Zone facility average		89.4	--	
Provincial facility average		89.2	--	
Tudor Manor	35	89.2	--	--
Millrise Place	11	87.4	19	94.9
Bethany Didsbury	24	87.2	--	--

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Carewest Colonel Belcher	18	86.6	--	--
Monterey Place	31	85.4	34	88.8
Silver Willow Lodge	14	83.4	12	92.0
Kingsland Terrace	9	77.2	--	--
Carewest Nickle House	8	73.6	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Garneau Hall	9	95.5	15	93.1
West Country Hearth	6	94.9	5	93.8
Rosedale Estates	29	94.8	--	--
Emmanuel Home	11	94.7	--	--
Citadel Mews West	34	94.5	30	93.1
Edmonton People in Need #2	10	94.4	--	--
Summerwood Village Retirement Residence	10	93.5	--	--
Riverbend Retirement Residence	12	93.2	11	84.7
Lifestyle Options - Terra Rosa	23	92.8	23	89.5
Salvation Army Stepping Stone Supportive Residence	21	92.5	--	--
Rosedale at Griesbach	73	92.5	47	96.8
Saint Thomas Assisted Living Centre	50	92.3	42	92.3
Chartwell Country Cottage Retirement Residence	17	91.9	11	94.8
Good Samaritan George Hennig Place	15	91.7	14	89.5
Good Samaritan Wedman House	18	91.2	18	89.7
Aspen House	22	91.1	30	86.8
Lifestyle Options Whitemud	18	90.8	--	--
Devonshire Village	25	90.7	28	91.8
Shepherd's Garden	18	90.5	21	93.2
Edmonton Zone facility average		90.2	--	
Shepherd's Care Kensington	32	90.1	20	94.3
Chartwell Wild Rose Retirement Residence	11	89.8	13	93.3
CapitalCare Laurier House Strathcona	24	89.3	--	--
Glastonbury Village	21	89.3	29	91.2
Provincial facility average		89.2	--	
Rosedale St. Albert	30	89.1	27	91.0
Tuoi Hac - Golden Age Manor	37	89.0	--	--
Sprucewood Place	40	88.7	37	82.3
Laurel Heights	24	88.7	--	--
Chateau Vitaline	18	88.1	18	92.0

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Lifestyle Options - Riverbend	7	87.5	10	86.6
Edmonton People In Need #4 - Batoma House	35	87.5	--	--
CapitalCare Laurier House Lynnwood	43	86.6	57	88.9
Good Samaritan Spruce Grove Centre	15	86.2	13	95.4
Salvation Army Grace Manor	37	85.8	--	--
Copper Sky Lodge	42	85.7	--	--
Lewis Estates Retirement Residence	37	84.9	--	--
Villa Marguerite	77	83.3	63	87.4
Kipohtakawmik Elders Lodge	6	82.5	--	--
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Bashaw Meadows	8	95.8	--	--
Sunrise Village Ponoka	7	95.0	8	94.3
Bethany Sylvan Lake	13	93.0	13	86.3
Providence Place	8	92.6	6	89.2
Extendicare Michener Hill	22	91.4	36	89.2
West Park Lodge	13	91.3	20	91.9
Sunrise Village Wetaskiwin	11	91.1	14	97.4
Villa Marie	32	90.1	--	--
Vermilion Valley Lodge	11	90.0	15	92.5
Sunrise Village Drayton Valley	8	89.9	8	93.1
Points West Living Stettler	24	89.6	--	--
Provincial facility average		89.2	--	
Pines Lodge	9	89.1	8	92.7
Good Samaritan Good Shepherd Lutheran Home	21	88.8	23	91.3
Central Zone facility average		87.6	--	
Wetaskiwin Meadows	10	87.6	10	89.9
Chateau Three Hills	9	87.1	--	--
Heritage House	20	86.5	--	--
Points West Living Wainwright	21	86.0	--	--
Coronation Hospital and Care Centre	12	85.5	10	91.6
Sunrise Village Camrose	21	85.0	32	87.8
Viewpoint	12	84.5	10	84.9
Clearwater Centre	13	84.3	15	90.8
Islay Assisted Living	11	83.9	11	93.9
Vegreville Manor	7	83.8	--	--
Royal Oak Manor	22	82.1	19	92.6

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Eagle View Lodge	5	81.9	--	--
Sunrise Village Olds	10	81.3	12	92.7
Sunset Manor	22	77.3	44	92.3
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Ridgevalley Seniors Home	5	99.1	7	97.5
Parkland Lodge	6	92.5	--	--
Points West Living Peace River	12	91.8	--	--
Elk Point Heritage Lodge	5	91.4	--	--
Smithfield Lodge	22	90.4	--	--
The Gardens at Emerald Park	11	89.8	--	--
North Zone facility average		89.3	--	
Provincial facility average		89.2	--	
Spruce View Lodge	6	88.5	--	--
Chateau Lac St. Anne	10	88.1	--	--
Pleasant View Lodge - Mayerthorpe	8	86.1	--	--
Stone Brook	19	83.0	--	--
Shepherd's Care Barrhead	18	82.1	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Golden Acres	19	94.8	--	--
Cypress View	22	94.8	8	92.7
Good Samaritan Prairie Ridge	17	94.7	--	--
Orchard Manor	12	94.2	13	91.4
Good Samaritan Garden Vista	7	93.9	8	92.1
Piyami Place	5	93.7	--	--
Pleasant View Lodge - Bow Island	6	93.6	--	--
Chinook Lodge	10	92.6	6	100.0
York Creek Lodge	5	92.2	6	90.6
Meadow Ridge Seniors Village	22	91.9	--	--
Good Samaritan Vista Village	20	91.3	17	95.3
Good Samaritan West Highlands	34	91.0	--	--
Sunny South Lodge	24	90.4	12	96.1

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
River Ridge Seniors Village	9	90.3	--	--
Provincial facility average		89.2	--	
South Zone facility average		89.2	--	
St. Therese Villa	68	89.1	--	--
Sunnyside Care Centre	12	86.8	10	90.8
Extendicare Fairmont Park	39	86.6	42	88.1
Good Samaritan Park Meadows Village	16	86.2	25	91.5
The Wellington Retirement Residence	18	86.1	18	91.6
Legacy Lodge	41	85.6	28	88.6
Columbia Assisted Living	23	85.4	22	93.1
Clearview Lodge	9	85.4	11	94.6
Good Samaritan Lee Crest	29	84.4	26	89.5
Good Samaritan South Ridge Village	13	83.9	--	--
Good Samaritan Linden View	22	83.1	--	--
Meadow Lands	6	76.2	9	86.4

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.13 Dimension of Care: General Satisfaction

The Dimension of Care: General Satisfaction is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q50: Would you recommend this place to a family member or friend?²⁵
- Q49: Overall, do you like living here?
- Q47: Do you feel comfortable here?
- Q48: Do you feel like you are getting your money's worth here?

The provincial facility average for General Satisfaction was 85.5 out of 100. Table 14 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 14: Summary of facility averages for General Satisfaction by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	9	99.0	--	--
Aspen Ridge Lodge	11	94.8	12	93.2
Silver Willow Lodge	13	93.1	11	87.5
Scenic Acres Retirement Residence	11	92.9	14	72.1
Carewest Colonel Belcher	17	92.7	--	--
Whitehorn Village Retirement Community	20	91.3	12	94.9
Edgemont Retirement Residence	16	91.2	18	89.1
Carewest Nickle House	7	90.6	--	--
Prince of Peace Manor	15	90.5	20	85.6
AgeCare Seton	92	90.3	--	--
Tudor Manor	35	89.8	--	--
St. Marguerite Manor	41	89.1	--	--
AgeCare Walden Heights	93	89.1	50	82.5
Evanston Grand Village	27	88.5	--	--
Wentworth Manor	24	88.1	11	81.2
Revera Heartland	28	88.0	--	--
Calgary Zone facility average		87.5	--	
AgeCare Sagewood	37	85.7	21	88.0
Provincial facility average		85.5	--	

²⁵ An important indicator of residents' perception of the quality of a facility is whether a resident would recommend the facility to someone needing supportive living care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in Section 5.2 separately.

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Holy Cross Manor	42	85.3	--	--
Bethany Didsbury	23	83.6	--	--
Monterey Place	28	82.6	32	80.3
Sunrise Village High River	37	80.9	--	--
Millrise Place	11	78.9	18	91.8
Kingsland Terrace	9	56.7	--	--
Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	6	98.6	5	90.0
Good Samaritan Spruce Grove Centre	13	96.7	13	92.5
CapitalCare Laurier House Strathcona	23	94.1	--	--
Aspen House	22	92.5	30	85.2
Lifestyle Options - Terra Rosa	23	91.1	24	81.6
Chateau Vitaline	16	91.0	17	95.5
Devonshire Village	20	90.9	28	83.1
Citadel Mews West	34	89.6	29	84.5
CapitalCare Laurier House Lynnwood	40	89.3	57	90.9
Rosedale Estates	27	88.2	--	--
Emmanuel Home	11	87.9	--	--
Riverbend Retirement Residence	12	87.8	9	77.2
Summerwood Village Retirement Residence	9	87.3	--	--
Chartwell Wild Rose Retirement Residence	11	86.7	13	80.0
Glastonbury Village	18	86.6	29	88.6
Rosedale at Griesbach	73	85.8	48	86.9
Garneau Hall	9	85.7	15	86.4
Provincial facility average		85.5	--	
Shepherd's Garden	18	85.3	21	80.4
Good Samaritan Wedman House	17	85.1	17	84.5
Kipohtakawmik Elders Lodge	6	84.8	--	--
Tuoi Hac - Golden Age Manor	37	84.4	--	--
Good Samaritan George Hennig Place	14	84.1	14	93.3
Edmonton Zone facility average		84.1	--	
Rosedale St. Albert	30	83.0	28	88.4
Shepherd's Care Kensington	30	82.7	20	84.6
Edmonton People In Need #4 - Batoma House	32	82.6	--	--
Copper Sky Lodge	39	81.7	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Lifestyle Options - Riverbend	7	81.6	10	77.5
Edmonton People in Need #2	10	80.9	--	--
Chartwell Country Cottage Retirement Residence	17	80.4	10	88.5
Lifestyle Options Whitemud	18	80.3	--	--
Saint Thomas Assisted Living Centre	48	79.5	39	73.2
Laurel Heights	22	78.9	--	--
Salvation Army Grace Manor	37	75.2	--	--
Salvation Army Stepping Stone Supportive Residence	21	71.9	--	--
Lewis Estates Retirement Residence	36	69.8	--	--
Sprucewood Place	38	68.1	38	60.4
Villa Marguerite	74	60.1	63	68.7
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Points West Living Wainwright	20	97.4	--	--
Providence Place	7	96.5	6	83.5
West Park Lodge	13	93.6	20	96.0
Islay Assisted Living	11	91.2	11	95.3
Chateau Three Hills	9	90.5	--	--
Bethany Sylvan Lake	13	89.8	13	89.9
Sunrise Village Camrose	20	88.5	33	72.4
Wetaskiwin Meadows	9	87.9	10	76.6
Sunrise Village Olds	9	86.7	12	92.4
Sunset Manor	21	86.6	45	88.6
Extendicare Michener Hill	21	86.4	34	81.2
Provincial facility average		85.5	--	
Sunrise Village Ponoka	7	84.6	8	86.8
Vegreville Manor	6	84.4	--	--
Central Zone facility average		84.2	--	
Good Samaritan Good Shepherd Lutheran Home	20	83.8	25	89.1
Pines Lodge	9	83.1	8	95.8
Points West Living Stettler	22	81.9	--	--
Coronation Hospital and Care Centre	12	81.8	10	82.7
Royal Oak Manor	21	81.5	19	93.4
Clearwater Centre	12	81.5	15	83.1
Villa Marie	31	81.4	--	--
Bashaw Meadows	8	81.4	--	--
Viewpoint	11	79.0	10	68.6

Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunrise Village Wetaskiwin	11	78.5	14	96.4
Sunrise Village Drayton Valley	8	76.8	7	74.0
Vermilion Valley Lodge	10	75.8	15	92.3
Heritage House	19	72.8	--	--
Eagle View Lodge	4	70.9	--	--
North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Ridgevalley Seniors Home	5	98.3	6	93.8
Spruce View Lodge	6	97.3	--	--
Elk Point Heritage Lodge	5	94.7	--	--
Chateau Lac St. Anne	10	88.1	--	--
Provincial facility average		85.5	--	
Smithfield Lodge	22	85.5	--	--
North Zone facility average		85.3	--	
Points West Living Peace River	12	84.8	--	--
Pleasant View Lodge - Mayerthorpe	8	79.3	--	--
The Gardens at Emerald Park	11	79.1	--	--
Parkland Lodge	6	78.7	--	--
Shepherd's Care Barrhead	18	76.6	--	--
Stone Brook	19	76.5	--	--
South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Clearview Lodge	9	97.6	11	96.7
Good Samaritan Garden Vista	7	96.4	7	92.3
Cypress View	22	95.1	7	91.7
Pleasant View Lodge - Bow Island	6	94.4	--	--
Good Samaritan West Highlands	33	92.4	--	--
Chinook Lodge	10	91.4	6	93.2
River Ridge Seniors Village	8	91.3	--	--
Golden Acres	19	90.1	--	--
Legacy Lodge	39	89.8	28	85.3
Extendicare Fairmont Park	36	88.9	41	83.8
Sunnyside Care Centre	12	88.3	10	89.2
Good Samaritan Prairie Ridge	17	87.6	--	--
The Wellington Retirement Residence	17	87.6	18	91.4
South Zone facility average		87.3	--	

South Zone (N = 26 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Piyami Place	5	86.5	--	--
Good Samaritan Vista Village	20	86.5	17	90.0
Orchard Manor	12	86.3	13	87.8
Meadow Lands	6	85.8	9	71.4
Provincial facility average		85.5	--	
Good Samaritan Park Meadows Village	16	84.7	23	87.8
Sunny South Lodge	24	84.3	12	91.3
Good Samaritan South Ridge Village	13	83.9	--	--
St. Therese Villa	66	83.4	--	--
Good Samaritan Linden View	21	83.4	--	--
Meadow Ridge Seniors Village	22	80.8	--	--
Good Samaritan Lee Crest	28	78.4	25	88.7
York Creek Lodge	5	78.4	6	84.9
Columbia Assisted Living	22	77.7	22	85.8

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.14 Dimension of Care: Laundry

The Dimension of Care: Laundry is made up of the following two questions:

- Q34: Do you get your clothing back from the laundry?
- Q35: Does your clothing come back from the laundry in good condition?

The provincial facility average for Laundry was 92.6 out of 100. Table 15 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 15: Summary of facility averages for Laundry by AHS zone (N = 124 facilities)

Calgary Zone (N = 23 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
McKenzie Towne Retirement Residence	3	100.0	--	--
Edgemont Retirement Residence	4	100.0	9	91.8
Scenic Acres Retirement Residence	2	100.0	4	85.2
Prince of Peace Manor	2	100.0	3	100.0
Whitehorn Village Retirement Community	14	98.8	8	95.8
Evanston Grand Village	15	96.7	--	--
AgeCare Sagewood	21	96.0	9	96.3
Silver Willow Lodge	7	95.2	9	93.3
AgeCare Seton	51	95.1	--	--
Wentworth Manor	10	95.0	4	86.7
St. Marguerite Manor	21	93.7	--	--
Millrise Place	5	93.3	10	91.5
Provincial facility average		92.6	--	
AgeCare Walden Heights	46	92.6	23	93.0
Calgary Zone facility average		92.6	--	
Aspen Ridge Lodge	4	91.7	7	85.7
Revera Heartland	7	90.5	--	--
Carewest Nickle House	5	90.0	--	--
Monterey Place	17	89.5	15	87.2
Tudor Manor	23	87.6	--	--
Holy Cross Manor	28	86.6	--	--
Bethany Didsbury	12	86.1	--	--
Kingsland Terrace	6	84.4	--	--
Carewest Colonel Belcher	3	83.3	--	--
Sunrise Village High River	23	83.0	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
West Country Hearth	3	100.0	3	95.5
Good Samaritan Spruce Grove Centre	8	100.0	7	100.0
Emmanuel Home	5	100.0	--	--
Chartwell Country Cottage Retirement Residence	4	100.0	4	91.7
Garneau Hall	4	100.0	7	100.0
Glastonbury Village	6	100.0	7	95.2
Shepherd's Garden	11	98.5	11	98.8
Citadel Mews West	17	96.9	11	97.0
Lifestyle Options - Terra Losa	19	96.5	21	90.5
CapitalCare Laurier House Strathcona	18	96.3	--	--
Edmonton People In Need #4 - Batoma House	25	96.0	--	--
Edmonton People in Need #2	8	95.8	--	--
Salvation Army Grace Manor	16	95.8	--	--
Good Samaritan Wedman House	13	94.9	14	87.0
Tuoi Hac - Golden Age Manor	28	94.6	--	--
Lifestyle Options - Riverbend	3	94.4	2	100.0
Aspen House	14	94.0	9	74.4
Rosedale at Griesbach	35	93.3	22	84.8
Edmonton Zone facility average		93.3	--	
Chateau Vitaline	12	93.1	8	98.3
Provincial facility average		92.6	--	
Shepherd's Care Kensington	17	91.9	16	92.9
Saint Thomas Assisted Living Centre	35	91.9	27	90.2
Devonshire Village	6	91.7	12	96.6
Chartwell Wild Rose Retirement Residence	4	91.7	7	89.6
Salvation Army Stepping Stone Supportive Residence	12	91.7	--	--
CapitalCare Laurier House Lynnwood	32	91.7	50	90.8
Laurel Heights	11	90.9	--	--
Rosedale Estates	7	90.5	--	--
Riverbend Retirement Residence	4	90.3	6	94.4
Rosedale St. Albert	20	90.0	11	93.9
Lifestyle Options Whitemud	17	89.2	--	--
Villa Marguerite	60	88.9	40	89.7
Summerwood Village Retirement Residence	3	88.9	--	--
Copper Sky Lodge	28	88.8	--	--
Sprucewood Place	21	87.2	19	84.0
Kipohtakawmik Elders Lodge	5	86.7	--	--

Edmonton Zone (N = 37 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Lewis Estates Retirement Residence	27	86.6	--	--
Good Samaritan George Hennig Place	11	83.3	8	98.3
Central Zone (N = 27 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Providence Place	4	100.0	4	95.1
Wetaskiwin Meadows	2	100.0	6	94.4
Eagle View Lodge	5	100.0	--	--
Coronation Hospital and Care Centre	6	100.0	6	89.9
Royal Oak Manor	4	100.0	3	100.0
Points West Living Wainwright	16	97.8	--	--
Sunrise Village Wetaskiwin	5	96.7	4	95.1
Islay Assisted Living	10	96.7	10	98.6
Vegreville Manor	5	96.7	--	--
Viewpoint	5	95.8	4	91.7
West Park Lodge	6	94.4	12	95.6
Bashaw Meadows	6	94.4	--	--
Bethany Sylvan Lake	8	93.5	8	85.8
Vermilion Valley Lodge	10	93.3	9	97.8
Sunrise Village Camrose	17	93.1	21	86.9
Extendicare Michener Hill	12	93.1	16	91.4
Provincial facility average		92.6	--	
Sunset Manor	13	92.3	21	89.2
Sunrise Village Ponoka	2	91.7	4	86.7
Central Zone facility average		91.5	--	
Heritage House	13	89.7	--	--
Chateau Three Hills	7	88.1	--	--
Points West Living Stettler	15	86.7	--	--
Clearwater Centre	8	84.2	9	87.4
Villa Marie	19	83.8	--	--
Good Samaritan Good Shepherd Lutheran Home	13	78.6	19	93.1
Pines Lodge	3	77.8	6	96.7
Sunrise Village Drayton Valley	3	77.8	3	77.8
Sunrise Village Olds	2	75.0	3	100.0

North Zone (N = 11 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Elk Point Heritage Lodge	4	100.0	--	--
The Gardens at Emerald Park	2	100.0	--	--
Parkland Lodge	5	100.0	--	--
Spruce View Lodge	6	97.2	--	--
Smithfield Lodge	19	95.6	--	--
Chateau Lac St. Anne	7	95.2	--	--
North Zone facility average		95.0	--	
Pleasant View Lodge - Mayerthorpe	5	93.3	--	--
Points West Living Peace River	7	92.9	--	--
Provincial facility average		92.6	--	
Ridgevalley Seniors Home	2	91.7	2	100.0
Shepherd's Care Barrhead	16	89.6	--	--
Stone Brook	19	89.5	--	--
South Zone (N = 25 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Pleasant View Lodge - Bow Island	3	100.0	--	--
Golden Acres	13	97.4	--	--
Cypress View	6	97.2	4	78.4
Clearview Lodge	6	97.2	7	100.0
Orchard Manor	8	95.8	6	100.0
Columbia Assisted Living	12	95.5	11	86.8
Good Samaritan West Highlands	20	94.2	--	--
Good Samaritan Prairie Ridge	11	93.9	--	--
Good Samaritan Linden View	17	93.1	--	--
Meadow Ridge Seniors Village	14	92.7	--	--
Provincial facility average		92.6	--	
Extendicare Fairmont Park	24	92.2	23	92.1
South Zone facility average		91.8	--	
Good Samaritan South Ridge Village	8	91.7	--	--
Piyami Place	4	91.7	--	--
Chinook Lodge	6	91.7	2	100.0
York Creek Lodge	2	91.7	3	100.0
Good Samaritan Vista Village	17	91.2	11	95.7
Good Samaritan Garden Vista	5	90.0	6	97.7
River Ridge Seniors Village	5	90.0	--	--
Legacy Lodge	22	89.4	19	87.0

South Zone (N = 25 facilities)	2016 Results		2013 Results	
	Respondents (N)	Average	Respondents (N)	Average
Sunny South Lodge	14	89.3	5	100.0
St. Therese Villa	52	88.7	--	--
Good Samaritan Park Meadows Village	15	88.4	17	89.0
Good Samaritan Lee Crest	22	87.9	21	87.0
The Wellington Retirement Residence	10	87.8	8	86.0
Sunnyside Care Centre	8	75.6	4	81.1

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care Ratings from highest to lowest.

5.15 Additional care questions²⁶

The following eight questions were not originally included by the OHIO group in the validated questions that make up each Dimension of Care but provide important additional information about care and services. Therefore, these questions were added to the survey and are presented here separately.

Because these questions do not represent a Dimension of Care, facilities cannot be ranked by the results of these questions collectively. Therefore, results are ordered by the Global Overall Care Rating by AHS zone (as per Table 3). The order these questions are presented is based on how strongly each question influences the Global Overall Care Rating provincially, from strongest to weakest.

Note that given the number of questions, the results are separated into two tables.

Table 16 presents the questions that most strongly influence the Global Overall Care Rating. These questions were new to the 2016 survey and were not asked in 2013; therefore there are no year-to-year comparisons. The questions in Table 16 include:

- Q57: Do you get your mental health and emotional needs met?
- Q33: Does the food here meet your dietary needs?
- Q56: Do the people who work here take a personal interest in your life?
- Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

Table 17 presents the additional care questions that influence the Global Overall Care Rating the least and were asked in both survey iterations (2016 and 2013). The questions in Table 17 include:

- Q58: Do you get your healthcare needs met?
- Q53: Can you see a doctor if you need to?
- Q59: Are you involved in making decisions about your care?
- Q54: Are you able to get transportation to or from medical appointments?

The four possible responses to the eight additional care questions were collapsed into a Yes or No response:

YES	NO
Definitely YES	Definitely NO
Probably YES	Probably NO

²⁶ Note: There were nine additional care questions; however, Q52 was excluded from this analysis as feedback from survey interviewers indicated poor comprehension of this question. The question level results for this question can still be found in Appendix VIII.

Table 16: Summary of facility averages for additional care questions: Q57, Q33, Q56, Q55 by AHS zone in 2016 (N = 124)

Calgary Zone (N = 23 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
McKenzie Towne Retirement Residence	9	100	100	86	100
Aspen Ridge Lodge	11	100	100	100	60
Edgemont Retirement Residence	16	77	86	86	83
Bethany Didsbury	24	80	77	95	57
Tudor Manor	35	93	94	91	48
Silver Willow Lodge	14	91	100	100	46
AgeCare Seton	94	79	89	78	70
Evanston Grand Village	27	95	96	84	65
Revera Heartland	28	86	100	83	44
Wentworth Manor	24	79	86	74	50
Scenic Acres Retirement Residence	11	89	91	64	60
Carewest Colonel Belcher	18	87	94	82	76
AgeCare Walden Heights	97	79	92	72	63
Carewest Nickle House	8	86	100	100	71
St. Marguerite Manor	43	94	90	89	70
Prince of Peace Manor	15	100	100	85	46
Holy Cross Manor	43	83	70	77	50
Whitehorn Village Retirement Community	21	100	95	89	71
AgeCare Sagewood	37	87	79	84	54
Monterey Place	31	83	91	84	62
Millrise Place	11	78	70	73	55
Sunrise Village High River	40	77	78	74	61
Kingsland Terrace	9	67	78	67	67

Edmonton Zone (N = 37 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
West Country Hearth	6	100	100	60	60
Chateau Vitaline	18	93	87	67	86
Edmonton People in Need #2	10	100	100	100	50
Devonshire Village	25	90	95	75	57
Good Samaritan Spruce Grove Centre	15	89	100	91	50
Summerwood Village Retirement Residence	10	100	75	100	38
Lifestyle Options - Terra Losa	23	90	95	76	53
Rosedale Estates	29	96	89	73	67
Citadel Mews West	34	93	86	97	84
Lifestyle Options - Riverbend	7	67	86	83	57
Shepherd's Garden	18	92	76	73	21
Lifestyle Options Whitemud	18	75	78	88	69
Good Samaritan George Hennig Place	15	79	100	83	67
Emmanuel Home	11	88	100	90	75
Rosedale at Griesbach	73	83	90	84	72
Chartwell Country Cottage Retirement Residence	17	100	94	87	21
Salvation Army Grace Manor	37	80	71	81	47
Chartwell Wild Rose Retirement Residence	11	100	100	88	60
Garneau Hall	9	100	100	88	63
Good Samaritan Wedman House	18	86	78	86	75
CapitalCare Laurier House Lynnwood	43	86	88	82	56
Copper Sky Lodge	42	88	74	92	46
CapitalCare Laurier House Strathcona	24	100	100	90	44

Edmonton Zone (N = 37 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Tuoi Hac - Golden Age Manor	37	91	91	81	67
Aspen House	22	95	86	85	70
Edmonton People In Need #4 - Batoma House	35	84	97	77	56
Shepherd's Care Kensington	32	86	86	79	68
Glastonbury Village	21	100	88	94	69
Rosedale St. Albert	30	75	78	63	50
Riverbend Retirement Residence	12	89	91	80	50
Saint Thomas Assisted Living Centre	50	91	90	83	51
Lewis Estates Retirement Residence	37	67	80	67	35
Kiphtakawmik Elders Lodge	6	80	80	67	67
Laurel Heights	24	89	90	77	45
Salvation Army Stepping Stone Supportive Residence	21	85	85	71	57
Villa Marguerite	77	65	76	49	65
Sprucewood Place	40	78	86	69	58
Central Zone (N = 27 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Points West Living Wainwright	21	94	100	100	72
Sunrise Village Wetaskiwin	11	90	100	86	88
Providence Place	8	100	100	100	63
West Park Lodge	13	100	82	92	82
Bethany Sylvan Lake	13	100	91	82	56
Wetaskiwin Meadows	10	89	100	100	50

Central Zone (N = 27 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Sunrise Village Ponoka	7	80	100	100	67
Islay Assisted Living	11	100	100	91	73
Sunset Manor	22	88	95	71	63
Sunrise Village Camrose	21	88	100	100	53
Viewpoint	12	90	90	90	90
Pines Lodge	9	89	78	86	78
Bashaw Meadows	8	100	83	71	50
Eagle View Lodge	5	75	100	75	25
Coronation Hospital and Care Centre	12	100	90	100	45
Royal Oak Manor	22	84	83	81	43
Chateau Three Hills	9	88	100	100	57
Vermilion Valley Lodge	11	100	75	100	22
Extendicare Michener Hill	22	83	94	95	65
Villa Marie	32	89	85	90	67
Points West Living Stettler	24	94	91	86	79
Clearwater Centre	13	100	92	100	55
Sunrise Village Olds	10	83	90	89	86
Good Samaritan Good Shepherd Lutheran Home	21	88	88	95	55
Heritage House	20	85	89	67	69
Vegreville Manor	7	100	83	100	40
Sunrise Village Drayton Valley	8	67	50	88	50

North Zone (N = 11 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Spruce View Lodge	6	100	100	60	80
Elk Point Heritage Lodge	5	100	100	100	80
Ridgevalley Seniors Home	5	100	100	100	100
Pleasant View Lodge - Mayerthorpe	8	86	100	71	57
Points West Living Peace River	12	90	89	90	67
The Gardens at Emerald Park	11	70	80	80	55
Stone Brook	19	93	88	87	65
Smithfield Lodge	22	85	100	89	79
Chateau Lac St. Anne	10	90	75	89	78
Parkland Lodge	6	100	75	100	83
Shepherd's Care Barrhead	18	75	81	81	56
South Zone (N = 26 facilities)	Respondents (N)	Do you get your mental health and emotional needs met?	Does the food here meet your dietary needs?	Do the people who work here take a personal interest in your life?	In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Pleasant View Lodge - Bow Island	6	80	83	83	100
Good Samaritan Garden Vista	7	100	100	100	57
Cypress View	22	94	95	89	63
Good Samaritan Linden View	22	87	94	94	50
Good Samaritan Prairie Ridge	17	100	75	82	41
River Ridge Seniors Village	9	100	100	88	63
Meadow Ridge Seniors Village	22	67	85	82	57
Good Samaritan South Ridge Village	13	80	100	92	55
Good Samaritan West Highlands	34	93	90	94	78
Piyami Place	5	100	100	100	60

South Zone (N = 26 facilities)	Respondents (N)	Q57: Do you get your mental health and emotional needs met?	Q33: Does the food here meet your dietary needs?	Q56: Do the people who work here take a personal interest in your life?	Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
		% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Yes (Always or Sometimes)	% Always/Usually
Legacy Lodge	41	87	90	72	71
Good Samaritan Vista Village	20	76	89	83	67
Chinook Lodge	10	100	90	100	67
Orchard Manor	12	91	100	70	50
Extendicare Fairmont Park	39	82	88	71	58
Good Samaritan Park Meadows Village	16	92	100	100	25
Sunnyside Care Centre	12	100	91	91	73
St. Therese Villa	68	84	89	72	58
The Wellington Retirement Residence	18	87	100	88	53
Clearview Lodge	9	71	100	88	83
Golden Acres	19	86	94	80	75
Good Samaritan Lee Crest	29	96	91	92	57
Sunny South Lodge	24	89	100	95	68
York Creek Lodge	5	80	100	75	60
Meadow Lands	6	75	100	83	67
Columbia Assisted Living	23	77	74	81	61

Note: Categorical decision rules based on the average Global Overall Care Rating extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as the next sorting criterion from highest to lowest.

Table 17: Summary of facility averages for additional care questions: Q58, Q53, Q59, Q54 by AHS zone, 2016 vs. 2013 (N = 124)

Calgary Zone (N = 23 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
McKenzie Towne Retirement Residence	9	---	100	100	---	67	---	100	---
Aspen Ridge Lodge	11	12	100	89	100	89	77	100	67
Edgemont Retirement Residence	16	18	93	92	87	92	65	90	93
Bethany Didsbury	24	---	90	79	---	90	---	89	---
Tudor Manor	35	---	90	97	---	81	---	77	---
Silver Willow Lodge	14	12	100	92	91	85	64	91	70
AgeCare Seton	94	---	91	91	---	86	---	92	---
Evanston Grand Village	27		96	91	---	86	---	90	---
Revera Heartland	28	---	92	100	---	79	---	76	---
Wentworth Manor	24	11	90	82	100	81	100	88	100
Scenic Acres Retirement Residence	11	14	90	100	100	89	78	88	73
Carewest Colonel Belcher	18	---	93	88	---	94	---	93	---
AgeCare Walden Heights	97	50	97	91	88	82	71	95	93
Carewest Nickle House	8	---	100	67	---	100	---	100	---
St. Marguerite Manor	43	---	95	97	---	79	---	100	---
Prince of Peace Manor	15	20	100	71	89	62	95	100	88
Holy Cross Manor	43	---	95	88	---	76	---	89	---
Whitehorn Village Retirement Community	21	13	95	94	78	81	77	100	100
AgeCare Sagewood	37	22	100	100	88	84	84	97	94
Monterey Place	31	35	100	86	97	79	90	100	100

Calgary Zone (N = 23 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
				2016	2013	2016	2013	2016	2013
Millrise Place	11	19	78	73	94	78	75	33	87
Sunrise Village High River	40	---	83	89	---	85	---	91	---
Kingsland Terrace	9	---	33	71	---	88	---	88	---
Edmonton Zone (N = 37 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
				2016	2013	2016	2013	2016	2013
West Country Hearth	6	5	100	100	100	80	80	100	75
Chateau Vitaline	18	18	93	79	94	81	59	71	100
Devonshire Village	25	28	89	91	92	90	61	87	94
Edmonton People in Need #2	10	---	100	100	---	100	---	100	---
Good Samaritan Spruce Grove Centre	15	13	100	100	100	100	82	82	100
Summerwood Village Retirement Residence	10	---	88	88	---	67	---	100	---
Lifestyle Options - Terra Losa	23	24	100	100	96	78	63	81	84
Rosedale Estates	29	---	93	93	---	96	---	95	---
Citadel Mews West	34	30	97	100	96	74	79	93	76
Lifestyle Options - Riverbend	7	10	100	100	100	71	80	60	100
Shepherd's Garden	18	21	94	87	100	65	57	82	80
Lifestyle Options Whitemud	18	---	88	76	---	94	---	77	---

Edmonton Zone (N = 37 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Good Samaritan George Hennig Place	15	14	86	85	100	87	83	86	83
Emmanuel Home	11	---	91	90	---	73	---	100	---
Rosedale at Griesbach	73	51	99	97	89	73	86	88	100
Chartwell Country Cottage Retirement Residence	17	11	100	100	100	79	80	83	33
Salvation Army Grace Manor	37	---	100	89	---	85	---	85	---
Chartwell Wild Rose Retirement Residence	11	13	100	100	100	100	64	83	67
Garneau Hall	9	15	100	100	90	83	62	100	77
Good Samaritan Wedman House	18	18	88	81	93	79	76	92	89
CapitalCare Laurier House Lynnwood	43	57	98	100	87	92	58	100	89
Copper Sky Lodge	42	---	89	92	---	88	---	82	---
CapitalCare Laurier House Strathcona	24	---	100	95	---	100	---	100	---
Tuoi Hac - Golden Age Manor	37	---	97	89	---	83	---	97	---
Aspen House	22	30	95	95	85	86	64	100	36
Edmonton People In Need #4 - Batoma House	35	---	97	100	---	88	---	100	---
Shepherd's Care Kensington	32	20	93	96	90	76	88	96	90
Glastonbury Village	21	29	100	100	88	80	74	100	89
Rosedale St. Albert	30	28	93	93	96	63	68	85	96
Riverbend Retirement Residence	12	11	100	100	90	100	100	80	20
Saint Thomas Assisted Living Centre	50	42	98	100	82	96	74	96	94
Lewis Estates Retirement Residence	37	---	85	82	---	67	---	90	---
Kipohtakawmik Elders Lodge	6	---	100	100	---	67	---	100	---
Laurel Heights	24	---	90	78	---	74	---	100	---

Edmonton Zone (N = 37 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Salvation Army Stepping Stone Supportive Residence	21	---	90	95	---	100	---	100	---
Villa Marguerite	77	63	91	93	83	71	67	94	82
Sprucewood Place	40	38	97	100	94	81	70	97	91
Central Zone (N = 27 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Points West Living Wainwright	21	---	100	100	---	89	---	93	---
Sunrise Village Wetaskiwin	11	14	100	80	100	80	64	90	83
Providence Place	8	7	100	100	100	100	100	100	86
West Park Lodge	13	20	100	92	94	55	53	100	76
Bethany Sylvan Lake	13	13	100	91	100	91	77	71	73
Wetaskiwin Meadows	10	10	100	86	100	100	56	100	100
Sunrise Village Ponoka	7	8	67	100	88	86	43	100	88
Islay Assisted Living	11	11	100	90	100	100	64	70	92
Sunset Manor	22	46	100	90	98	88	67	94	98
Sunrise Village Camrose	21	33	100	100	97	81	80	94	96
Viewpoint	12	10	100	90	100	83	60	90	100
Pines Lodge	9	8	100	100	88	78	63	88	100
Bashaw Meadows	8	---	100	100	---	71	---	100	---
Eagle View Lodge	5	---	100	75	---	75	---	100	---

Central Zone (N = 27 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Coronation Hospital and Care Centre	12	10	100	100	100	90	80	100	100
Royal Oak Manor	22	19	86	90	100	71	100	79	100
Chateau Three Hills	9	---	86	100	---	75	---	100	---
Vermilion Valley Lodge	11	15	100	100	100	78	57	100	85
Extendicare Michener Hill	22	36	86	84	94	79	68	94	100
Villa Marie	32	---	93	89	---	83	---	96	---
Points West Living Stettler	24	---	100	95	---	65	---	100	---
Clearwater Centre	13	15	91	100	86	92	64	86	92
Sunrise Village Olds	10	12	100	100	100	75	55	86	100
Good Samaritan Good Shepherd Lutheran Home	21	25	88	100	100	78	65	83	96
Heritage House	20	---	100	94	---	89	---	89	---
Vegreville Manor	7	---	100	83	---	100	---	100	---
Sunrise Village Drayton Valley	8	8	83	100	88	71	86	33	86
North Zone (N = 11 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Spruce View Lodge	6	---	100	100	---	40	---	100	---
Elk Point Heritage Lodge	5	---	100	100	---	80	---	100	---
Ridgevalley Seniors Home	5	7	100	100	100	100	100	100	100
Pleasant View Lodge - Mayerthorpe	8	---	100	100	---	50	---	100	---
Points West Living Peace River	12	---	91	82	---	92	---	91	---

North Zone (N = 11 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
The Gardens at Emerald Park	11	---	91	100	---	73	---	100	---
Stone Brook	19	---	88	94	---	78	---	42	---
Smithfield Lodge	22	---	95	94	---	77	---	95	---
Chateau Lac St. Anne	10	---	100	89	---	70	---	90	---
Parkland Lodge	6	---	100	100	---	40	---	100	---
Shepherd's Care Barrhead	18	---	86	87	---	53	---	69	---
South Zone (N = 26 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Pleasant View Lodge - Bow Island	6	---	100	100	---	50	---	83	---
Good Samaritan Garden Vista	7	8	100	100	100	100	57	100	100
Cypress View	22	8	93	94	88	86	86	94	83
Good Samaritan Linden View	22	---	100	100	---	80	---	100	---
Good Samaritan Prairie Ridge	17	---	94	100	---	80	---	94	---
River Ridge Seniors Village	9	---	100	100	---	88	---	100	---
Meadow Ridge Seniors Village	22	---	95	90	---	89	---	100	---
Good Samaritan South Ridge Village	13	---	100	80	---	70	---	100	---
Good Samaritan West Highlands	34	---	100	97	---	83	---	94	---
Piyami Place	5	---	100	100	---	100	---	75	---
Legacy Lodge	41	30	95	94	91	85	76	100	96
Good Samaritan Vista Village	20	17	94	88	100	81	82	94	81
Chinook Lodge	10	6	100	100	100	90	100	100	100

South Zone (N = 26 facilities)	Respondents		Q58: Do you get your healthcare needs met?	Q53: Can you see a doctor if you need to? Yes or No?		Q59: Are you involved in making decisions about your care?		Q54: Are you able to get transportation to or from medical appointments?	
	2016	2013		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)		% Yes (Always or Sometimes)	
			% Yes (Always or Sometimes) 2016	2016	2013	2016	2013	2016	2013
Orchard Manor	12	13	100	92	82	91	64	91	90
Extendicare Fairmont Park	39	42	100	92	92	77	79	94	97
Good Samaritan Park Meadows Village	16	25	100	93	96	80	73	100	95
Sunnyside Care Centre	12	---	91	75	---	67	---	83	---
St. Therese Villa	68	---	95	94	---	76	---	100	---
The Wellington Retirement Residence	18	18	93	94	89	93	82	100	94
Clearview Lodge	9	11	89	100	100	75	67	89	100
Golden Acres	19	---	94	100	---	73	---	87	---
Good Samaritan Lee Crest	29	26	96	93	88	80	83	96	96
Sunny South Lodge	24	12	100	100	82	85	60	100	89
York Creek Lodge	5	6	100	100	100	100	50	67	67
Meadow Lands	6	9	100	100	100	100	63	67	100
Columbia Assisted Living	23	23	94	87	95	82	86	100	90

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as a sorting criterion.

6.0 FACILITY CHARACTERISTICS

This section presents results on the impact of level of care, facility size, geography, and facility ownership type on the Global Overall Care Rating, Propensity to Recommend, and Dimensions of Care.

6.1 Level of care: SL3 versus SL4

In total, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and the Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures (Table 18).

Table 18: Level of care: SL3 versus SL4 (N = 124 facilities)

Measure	SL3 facilities (N = 30 facilities)	SL4 facilities (N = 80 facilities)	Both SL3 and SL4 facilities (N = 14 facilities)	Statistical Significance
Global Overall Care Rating (0-10)	8.0	7.8	7.8	No
Propensity to Recommend (%)	91	91	90	No
Dimensions of Care (0 to 100)				
	SL3 facilities (N = 30 facilities)	SL4 facilities (N = 80 facilities)	Both SL3 and SL4 facilities (N = 14 facilities)	Statistical Significance
Resident Environment	92	92	91	No
Facility Environment	92	92	90	No
Communication	89	87	87	No
Meals and Dining	83	78	76	No
Employee Responsiveness	92	88	87	No
Activities	81	81	79	No
Care and Services	85	82	83	No
Relationship with Employees	94	92	91	No
Choice	90	89	88	No
General Satisfaction	86	86	85	No
Laundry	94	92	91	No

6.2 Facility size: number of supportive living beds

Facility size was measured by the number of supportive living beds at each facility.²⁷ This data was collected from AHS at the time of survey rollout. The 124 facilities eligible for facility-level analyses ranged from 9 to 252 supportive living beds.

No significant relationship was found between number of supportive living beds and Global Overall Care Rating or Propensity to Recommend. For example, the 10 largest facilities in Alberta had an average Global Overall Care Rating of 7.7 out of 10, and an average Propensity to Recommend of 90 per cent, whereas the 15 smallest facilities had an average Global Overall Care Rating of 7.9 out of 10 and an average Propensity to Recommend of 91 per cent.

Similar results were observed for the Dimensions of Care, with most Dimensions of Care having no relationship with facility size. However, for Meals and Dining, and Relationship with Employees, larger facilities were found on average to have lower scores compared to smaller facilities. Given that an association was only significant on three of the 11 Dimensions of Care measures for residents, the effect of facility size is therefore not completely deterministic.

²⁷ Data was obtained from AHS's bi-annual bed survey. Facilities included in the HQCA's analyses (N = 124) ranged in bed numbers from 9 to 252.

6.3 Geography: urban versus rural

Geography was based on the facility's postal code, and defined as:

- Urban areas:
 - Cities of Calgary and Edmonton proper and surrounding commuter communities.
 - Major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- Rural areas:
 - Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

Of the 124 facilities eligible for facility-level analyses, 77 were classified as urban and 47 were classified as rural. Overall, there were no significant differences between urban and rural facilities.

Table 19: Urban versus rural (N = 124 facilities)

Measure	Urban (N = 77 facilities)	Rural (N = 47 facilities)	Statistical Significance
Global Overall Care Rating (0-10)	7.8	8.0	No
Propensity to Recommend (%)	90	92	No
Dimensions of Care (0 to 100)			
	Urban (N = 77 facilities)	Rural (N = 47 facilities)	Statistical Significance
Resident Environment	92	92	No
Facility Environment	91	92	No
Communication	87	89	No
Meals and Dining	79	80	No
Employee Responsiveness	88	90	No
Activities	81	81	No
Care and Services	81	84	No
Relationship with Employees	92	93	No
Choice	90	88	No
General Satisfaction	86	85	No
Laundry	93	93	No

6.4 Ownership type

Three AHS-defined ownership models were examined to determine their impact on residents' experiences of care and services provided.²⁸ These three ownership models are:

- AHS (public) – operated by or wholly owned subsidiary of AHS.
- Private – owned by a private for-profit organization.
- Voluntary – owned by a not-for-profit or faith-based organization.

While AHS owned supportive living facilities consistently had higher scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience in the survey.

Table 20: Ownership type (N = 124)

Measure	AHS (N = 7 facilities)	Private (N = 65 facilities)	Voluntary (N = 52 facilities)	Statistical Significance
Global Overall Care Rating (0-10)	8.1	7.8	7.7	No
Propensity to Recommend (%)	96	92	87	No
Dimensions of Care (0 to 100)				
	AHS (N = 7 facilities)	Private (N = 65 facilities)	Voluntary (N = 52 facilities)	Statistical Significance
Resident Environment	94	92	91	No
Facility Environment	93	91	90	No
Communication	90	86	86	No
Meals and Dining	81	77	77	No
Employee Responsiveness	90	87	86	No
Activities	83	80	80	No
Care and Services	85	91	91	No
Relationship with Employees	93	91	90	No
Choice	88	89	88	No
General Satisfaction	91	85	82	No
Laundry	92	92	91	No

²⁸ The HQCA recognizes there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, the choice was made to use ownership models defined and categorized by AHS.

7.0 LIMITATIONS

In interpreting results, there are several important limitations to consider:

1. **The effect of sample size.** Results become increasingly unreliable as the sample size (i.e., the number of respondents) decreases in relation to the overall population. When giving weight to findings, in particular facility-to-facility comparisons, readers must consider sample size. To mitigate this, the analyses were limited to facilities with reliable sample sizes (124 of 156 facilities; see Section 3.5 and Appendix V), which are defined as those facilities for which respondents reliably represent the facility within a predefined margin of error. The criteria for reliability was two-fold: (1) a facility with a margin of error of equal to or less than 10 per cent, and (2) a response rate of greater than 50 per cent (for more details, see Appendix V).
2. **The effect of the resident profile.** Differences in resident profiles must be considered when interpreting the survey results relative to the AHS zone and the province. For example, age and the degree of physical and cognitive impairment of residents may provide context to the interpretation of the survey results, such as explaining why differences exist or do not exist relative to AHS zone and provincial results, and whether these differences are meaningful.
3. **The effect of services provided.** Given that facilities differ in many ways, the survey and its components must also be evaluated relative to the activities and services provided by each facility. For example, laundry services may not be a service offered by all facilities, or used by all residents within each facility. This limits the applicability of questions related to laundry for these facilities and/or residents.
4. **Survey protocol and questionnaire changes.** A number of changes were made for the current iteration of the survey in terms of survey protocol and survey questionnaire to improve the survey process and reliability of the data. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles. The following changes were made:
 - a) **Repeat participants:** In some cases, a respondent may have participated in both the 2013 and the 2016 cycles. Statistical tests require an assumption that each respondent's result is present only in 2016 or 2013 but not both (independence assumption). To mitigate this, we chose a more conservative criterion for significant differences at $p \leq 0.01$ rather than the more conventional $p \leq 0.05$. In addition, the statistical difference must also persist after conducting the same statistical test limiting the sample to those with a length of stay three years or less (the approximate length between surveys), which eliminates the chance that a resident participated in both survey cycles.
 - b) **Questionnaire changes.** The core questions remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in Table 21 in Appendix II. This was done in order to improve the relevance and utility of the survey tool for supportive living stakeholders. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles.

- c) **Protocol changes.** A number of changes were made to the current version of the survey to improve the survey process and data reliability. A summary of these changes can be found in Appendix IV. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles. These protocol-specific changes include:
- i. **Survey type criteria.** The method in determining the survey modality was changed to reflect the most current learnings of survey participation among seniors.
 - ii. **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project coordinators to quickly double-check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.
 - iii. **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive.
5. **Survey reporting changes.** To improve comprehension and the usability of the reports, two projects were undertaken: (1) an evaluation of current reporting styles to evaluate what is working and what is not, and (2) a usability testing project that explored how stakeholders interpreted and used the content of the report, and evaluated new design strategies as a result of feedback. Some examples of the changes implemented include:
- a) Removal of quartiles as it was of minimal use.
 - b) Removal of decimal places to simplify reporting (with exception to places where facilities are rank ordered using a single score).
 - c) **Rank order criteria.** Previously, the overall rank applied to each facility by zone reflected the frequency of below-average performance relative to zone and provincial averages. A new approach was implemented for this iteration of the survey which used a facility's overall performance amongst all Dimensions of Care relative to each zone. Specifically, an average facility rank across Dimensions of Care was computed, weighted by how strongly each of those measures related to the Global Overall Care Rating. As a result, facilities that consistently have higher ranks across Dimensions of Care as compared to other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4.7. Please note that it is inappropriate to compare facility ranks from year to year as facility participation within each zone varies across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

APPENDICES

APPENDIX I: PAPER VERSION OF SURVEY TOOL



Alberta Supportive Living Resident Experience Survey

FACILITY ID:

--	--	--	--	--	--

PARTICIPANT ID:

--	--	--	--	--	--

ACTIVITIES

Please think about the activities the facility offers to entertain you or keep you involved.

1. Do you have enough to do here?
Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

2. Do you get enough information about the activities offered here? Yes or No?
(Activities such as entertainment, arts and crafts, religious services, outings, exercise classes)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

3. Are you satisfied with the activities offered here? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

4. Can you choose what activities you do here? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

CHOICE

Please think about the choices you have here.

5. Can you go to bed when you like?
Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

6. Do the employees leave you alone if you don't want to do anything?
Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

7. Do the people who work here encourage you to do the things you are able to do yourself? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

8. Are you free to come and go as you are able? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

0001

Page 1 of 9

Please continue with survey →

CHOICE cont'd

Please think about the choices you have here.

9. Are the rules here reasonable? Yes or no? (Rules such as safety policies, dining room policies, curfew)

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

10. Can you choose what clothes to wear? Yes or No?

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

CARE & SERVICES

Please think about the care and services that you get here. By care we mean things employees do for you or to help you.

11. Can you get snacks and drinks whenever you want them? Yes or No?

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

12. Do you get your medications on time? Yes or No? (Do you get your medications in a timely manner?)

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

13. Do employees explain your care and services to you? Yes or No? (By care we mean the things workers do for you or to help you)

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

14. Do the employees who take care of you know what you like and you don't like? Yes or No?

¹ <input type="checkbox"/> Yes, always	⁸ <input type="checkbox"/> Don't know
² <input type="checkbox"/> Yes, sometimes	⁹ <input type="checkbox"/> Not applicable
³ <input type="checkbox"/> No, hardly ever	
⁴ <input type="checkbox"/> No, never	

0001

RELATIONSHIP WITH EMPLOYEES

Please think about the way employees treat you here.

15. Are the employees courteous to you?
Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

16. Can you depend on the employees?
Yes or No? (Do employees do what they say they will do, follow through?)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

17. Are the people who work here friendly? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

18. Do the employees treat you with respect? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

EMPLOYEE RESPONSIVENESS

Please think about the availability of employees who work here.

19. During the week, are the employees available to help you if you need it?
Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

20. During the weekend, are the employees available to help you if you need it? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

21. During the evening and night, are the employees available to help you if you need it? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

22. Do you feel confident that employees know how to do their jobs? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |



**Alberta Supportive Living
Resident Experience Survey**

COMMUNICATIONS

Please think about the communication between you and management here.

23. Are the people in charge available to talk with you? Yes or No? (Such as managers, supervisors, administration)

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

24. Do the people in charge treat you with respect? Yes or No? (Such as managers, supervisors, administration)

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

25. Would you feel comfortable speaking to the people in charge about a problem? Yes or No? (A problem with the care and services that you receive here)

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

26. Do you know who to go to here when you have a problem? Yes or No? (A problem with the care and services that you receive here)

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

COMMUNICATIONS cont'd

27. Do your problems get taken care of here? Yes or No? (Are your problems addressed?)

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

MEALS & DINING

Please think about the food and mealtimes here.

28. Do you get enough to eat? Yes or No?

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

29. Is the food here tasty? Yes or No?

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

30. Can you get the foods you like? Yes or No?

<input type="checkbox"/> 1 Yes, always	<input type="checkbox"/> 8 Don't know
<input type="checkbox"/> 2 Yes, sometimes	<input type="checkbox"/> 9 Not applicable
<input type="checkbox"/> 3 No, hardly ever	
<input type="checkbox"/> 4 No, never	

0001

MEALS & DINING cont'd

31. Is your food served at the right temperature? Yes or No? (Cold foods cold, hot foods hot)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

32. Do you like the way that your meals are served here? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

33. Does the food here meet your dietary needs? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

LAUNDRY

Please think about the laundry service here.

34. Do you get your clothing back from the laundry? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

↓
If Not applicable,
please skip to
question 36

35. Does your clothing come back from the laundry in good condition? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

FACILITY ENVIRONMENT

Please think about the building.

36. Do you like the location of this place?
Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

37. Are the outside walkways and grounds well taken care of? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

38. Does this place look attractive to you? Yes or No? (Overall look).

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

39. Is this place clean enough?
Yes or No? (Overall cleanliness)

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

40. Is this place quiet when it should be?
Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

RESIDENT ENVIRONMENT

Please think about your room.

41. Do you have enough privacy in your room or apartment? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

42. Are you satisfied with your room or apartment? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

43. Do you feel safe here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

44. Are your belongings safe here?
Yes or No? (Belongings are things that belong to you, your property)

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

45. Do you think this is a pleasant place for people to visit? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

0001

Page 6 of 9

Please continue with survey →



**Alberta Supportive Living
Resident Experience Survey**

RESIDENT ENVIRONMENT cont'd...

Please think about your room.

46. Is the room temperature comfortable for you? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

GENERAL SATISFACTION

Please think about the facility in general.

47. Do you feel comfortable here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

48. Do you feel like you are getting your money's worth here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

GENERAL SATISFACTION cont'd

49. Overall, do you like living here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

50. Would you recommend this place to a family member or friend? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

51. Using any number from 0-10, where 0 is the worst and 10 is the best...

Overall, what number would you use to rate your home?

WORST					BEST				
○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9 10

0001

ADDITIONAL CARE QUESTIONS

The next questions are about your care here.

52. Do the people that work here respond negatively when you are frustrated?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

53. Can you see a doctor if you need to? Yes or No? (Your doctor or a site doctor)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

54. Are you able to get transportation to or from medical appointments? Yes or No? (Medical appointments include seeing a doctor, a dentist, a therapist or someone else who takes care of your health)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

55. In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> Usually | |
| ⁴ <input type="checkbox"/> Never | |

56. Do the people who work here take a personal interest in your life?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

57. Do you get your mental health and emotional needs met? Yes or No?

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

58. Do you get your healthcare needs met? Yes or No? (For example, access to a doctor, physical therapists, occupational therapists, etc)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |

59. Are you involved in making decisions about your care? Yes or No? (Such as planning your daily activities, choosing medical treatments or medication schedule)

- | | |
|---|--|
| ¹ <input type="checkbox"/> Yes, always | ⁸ <input type="checkbox"/> Don't know |
| ² <input type="checkbox"/> Yes, sometimes | ⁹ <input type="checkbox"/> Not applicable |
| ³ <input type="checkbox"/> No, hardly ever | |
| ⁴ <input type="checkbox"/> No, never | |



**Alberta Supportive Living
Resident Experience Survey**

ABOUT YOU

This information will only be used to group our results and will not be used to identify you as an individual.

60. Do you have a roommate?

- ¹ ☐ Yes
² ☐ No

61. In general, how would you rate your overall health?

- ¹ ☐ Excellent
² ☐ Very good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

62. In general, how would you rate your overall mental or emotional health?

- ¹ ☐ Excellent
² ☐ Very good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

63. Did someone help you complete this survey?

- ¹ ☐ Yes
² ☐ No → If No, please return the completed survey in the postage-paid envelope

64. How did that person help you?
Please select all that apply.

- ¹ ☐ Read the question to me
² ☐ Circled the answers I gave
³ ☐ Answered the questions for me
⁴ ☐ Translated the questions into my language
⁵ ☐ Helped me in another way (how?): _____

- ⁶ ☐ No one helped me complete this survey.

End of Survey. Thank you!

Please put the survey in the postage paid return envelope that is enclosed. An HQCA Survey Administrator will collect this completed survey from you during their return visit on _____. If that return visit has passed or if you prefer, you may drop off the sealed postage paid envelope in a Canada post mail box."

If you have any other questions or comments, please contact Mark Nagelberg of PRA Inc. toll free at 1-888-877-6744 or at hqca@pra.ca.

0001

Page 9 of 9

Please continue with survey →

APPENDIX II: SURVEY PROCESS AND METHODOLOGY

Privacy, confidentiality, and ethical considerations

In accordance with the requirements of the *Health Information Act of Alberta* (HIA), an amendment to the HQCA privacy impact assessment for patient experience surveys was submitted to, and accepted by, the Office of the Information and Privacy Commissioner of Alberta specifically for the *Supportive Living Resident Experience Survey*.

As a provincial custodian, the HQCA follows the HIA to ensure the security of the health information it collects. Potential respondents were informed of the survey's purpose and process, that participation was voluntary, and that their information would be kept confidential. Those respondents who declined to participate were removed from the survey process. Residents were informed about the survey through posters and pamphlets. A contact number was provided for those who had questions.

Alberta Supportive Living Resident Experience Survey

The survey instrument (Appendix I)

The main body of questions in the *Supportive Living Resident Experience Survey* was adapted from the *Ohio Residential Care Facility Survey*, which was developed and tested by Scripps Gerontology Centre at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland. The Ohio survey instrument was implemented state-wide in 2007 at Ohio long-term care facilities to assess resident experiences.

The instrument refinement and psychometric evaluation was performed by the Scripps group and involved testing the reliability of the questionnaire as a whole in addition to dimension-specific construct reliability of the questions within each Dimension of Care. This ensures that questions within a particular Dimension of Care were similar to each other and were within a central conceptual theme. Questions that did not meet the reliability criteria were revised, moved to a more related Dimension of Care, or removed. Several methods were used to achieve the final version of the questionnaire, which involved factor analyses and scale reliability analyses.²⁹

The questionnaire is written in the present tense with questions positively worded. These questions are designed to ask the respondent about their current experience as opposed to past or future experiences.

Survey dimensions

The Ohio survey is made up of 11 subscales (i.e., Dimensions of Care): Activities; Choice; Care and Services; Relationship with Employees; Employee Responsiveness; Communication; Meals and Dining; Laundry; Facility Environment; Resident Environment; and General Satisfaction. Each Dimension of Care is made up of four to six questions, and a dimension summary score is produced from specific questions within each dimension. For a list of these questions, see Appendix I.

²⁹ 2007 Long-Term Care Resident Satisfaction Survey, RCF Survey Findings Report, Vital Research, prepared for the Ohio Department of Aging, February 2008.

Additional care questions

As a result of findings in the literature and consultation with stakeholders, eight additional questions related to care and services were added by the HQCA and used in the survey in 2016 (Appendix I). The purpose of the additional care questions was to assess aspects of care not discussed in the questions that make up the Dimensions of Care, but are important to the experiences of residents, for example transportation to and from medical appointments. These questions were constructed with response and wording consistent with the core instrument where applicable.

The Global Overall Care Rating 0 to 10 scale and Q55 *In the last 6 months how often did you feel that there were enough nurses and aides at the facility* were taken from the CAHPS®³⁰ survey for the purpose of comparison with other instruments used to measure family and resident experiences in continuing care (such as in the *Supportive Living Family Experience Survey Report* and the *Long-Term Care Family and Resident Experience Survey Reports*). Demographic questions (Q60-64) were also included.

Changes to the questionnaire

The core of the questionnaire (Q1 through Q51) remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in Table 21.

Table 21: Added and removed questions

Question	Change	Reason
Q33: Does the food here meet your dietary needs? Yes or No?	Added question	Identified through comments from residents and family members in both supportive living and long-term care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that adherence to a diet was an important topic to discuss.
Q52: Do the people that work here respond negatively when you are frustrated?	Added question	Modified version of a question from the Relational Care Scale (Andersen et al., 2015). Added given the importance of relational care as found in other HQCA surveyed areas in continuing care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that how staff treated residents in difficult situations greatly affected resident experience.
Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?	Added question	Taken from the CAHPS Nursing Home Survey, modified version used for HQCA's Family Experience Survey. Added because there was no question that asked about the presence and number of staff at the facility.

³⁰ For more details on CAHPS please refer to: <https://cahps.ahrq.gov/>

Question	Change	Reason
Q56: Do the people who work here take a personal interest in your life?	Added question	Added given the importance of Relational Care found in other surveyed areas in continuing care and through resident and family comments from both supportive living and long-term care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that resident experience is positively impacted when staff took a personal interest in residents' lives. Wording from existing family member comment: "taking a personal interest in life."
Q57: Do you get your mental health and emotional needs met? Yes or No?	Added question	Lack of discussion about mental and emotional health. Decision to add question suggested by a resident advocate upon consultation, stating that mental and emotional health is important to residents. Wording from a modified version of existing Q58.
Q58: Do you get your healthcare needs met? Yes or No?	Added question	Replaced question <i>"Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your health?"</i> Changes in health may not be the key topic for this question, but instead whether healthcare needs are met from the residents' perspective.
Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your health?	Removed question	<i>Changes</i> in health may not be the key topic for this question, but instead whether healthcare needs are met from the residents' perspective. Replaced with Q58: <i>"Do you get your healthcare needs met? Yes or No?"</i>
Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your medications or other medication related issues?	Removed question	<i>Changes</i> in medications may not be the key topic for this question, but instead whether healthcare needs are met from the residents' perspective. Replaced with Q58: <i>"Do you get your healthcare needs met? Yes or No?"</i>
Do you have enough personal privacy when you want it?	Removed question	Redundant question; privacy already discussed in Q41: <i>"Do you have enough privacy in your room or apartment?"</i>
If you are unhappy with something or if you want to change something about your care, do you know who to contact?	Removed question	Redundant question; knowing who to contact is already discussed in Q26: <i>"Do you know who to go to here when you have a problem?"</i>
Overall, do you find the cost of living here reasonable?	Removed question	Redundant question; cost already discussed in Q48: <i>Do you feel like you are getting your money's worth here? Yes or No?</i>
What is your gender?	Removed question	Captured through administrative data.
What is your birth year?	Removed question	Captured through administrative data.

Survey response options

Each survey question was followed by “Yes” or “No” to help the resident decide on an answer category before making a decision on the degree of agreement or disagreement. The survey was designed this way to help accommodate residents with diminished comprehension and/or decision-making capacity (e.g., residents with some degree of cognitive impairment). Once a resident chose either Yes or No, the interviewer followed with:

“Would that be yes, always, or yes sometimes?”

“Would that be no, hardly ever, or no never?”

Similarly, the instructions for the paper version of the survey encouraged residents to think of the questions in this way:

The easiest way to answer these questions is first to decide if the answer would be “Yes” or “No”. If you answer “Yes,” then decide if it is “Yes, Always” or “Yes, Sometimes”. If you answer “No,” then decide if it is “No, Hardly Ever” or “No, Never.”

As such, all of the questions in the Ohio survey instrument and the majority of the questions in the Alberta *Supportive Living Resident Experience Survey* (with a few exceptions) have the following response options:

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never
- Don’t know/Not applicable

Survey scoring

The typical method for scoring the survey is to transform each response to a scaled measure between 0.0-100.0, as shown in Table 22, where higher scores represent more positive experiences and lower scores represent more negative experiences. The Ohio scoring methodology involves the calculation of a summary score for each Dimension of Care using an average of the scaled-response scores within each Dimension of Care.

Table 22: Survey scale conversion

Four response options	
Answer choice	Converted scaled value
Yes, always	100.0
Yes, sometimes	66.67
No, hardly ever	33.33
No, never	0.0

The Ohio group also implemented an “N-2” rule in the calculation of Dimension of Care average scores (and subsequent analyses), which restricted the calculation of Dimension of Care average scores to individuals who completed a specified number of questions conditional on the number of questions within a particular Dimension of Care.³¹ As such, the calculation of a Dimension of Care was limited to respondents who provided a response to at least “N-2” questions for each Dimension of Care, where N represents the number of questions in a Dimension of Care.

For example, for the Dimension of Care: Activities, which consists of four questions, averages were calculated for respondents who answered at least two questions. An average score was not generated for those who answered only one question and left the other three blank or answered “*Don’t know/not applicable*.”

N-2 Criterion:

[4 questions in Dimension of Care: Activities] minus [2 question criterion] = 2 questions minimum.

An alternative, second example for the Dimension of Care: Choice:

N-2 Criterion:

[6 questions in Dimension of Care: Choice] minus [2 question criterion] = 4 questions minimum.

Respondents who met the minimum criterion (N-2), but who answered less than the complete number of questions within a particular Dimension of Care had missing values replaced by the facility average for that question. Next, using a structural equation model, weights were determined based on how strongly each question related to the Dimension of Care (latent variable), relative to all other questions within the Dimension. For example, questions that relate more strongly with a Dimension of Care would be weighted slightly more heavily than the other questions within the same Dimension.³² Finally, scores were then calculated by summing individual scaled and weighted survey items and dividing the total score by the number of items within each Dimension of Care (creating an average score).

Testing significant differences and identifying opportunities for improvement

All statistical tests were tested at a significance of $p \leq 0.01$. In all instances the higher the score, the more positive the experience. Therefore, an increase in score would represent a positive result and a decrease would represent a negative result. While statistical significance may help facilities identify potential improvement opportunities, there are many factors that influence statistical significance. Areas of care and services that did not show any statistically significant change or difference may still be important.

1. Comparisons between independent means and proportions (e.g., 2016 vs. 2013 results):

To meet the criteria of statistically significant difference, the following criteria must be met:

- a) For a comparison of means
 - i. Statistically significant using a one-sample t-test.

³¹ N-2 rule does not apply to the Dimension of Care: Laundry, as this dimension only consists of two questions.

³² The same weight was not used across survey cycles. It was thought that the most appropriate weight, i.e., relative importance of each question, should be determined by the population of each survey year.

- ii. Statistically significant using a non-parametric test.
 - iii. Statistically significant using a one-sample t-test with a condensed sample of those who have a length of stay of three years or less.
- b) For a comparison of proportions
- i. Statistically significant using a chi² test.
 - ii. Statistically significant using a chi² test with a condensed sample of those who have a length of stay of three years or less.

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants. Given the small size of supportive living facilities, random sampling techniques were not required and would have added little value at the expense of increased complexity for a few larger facilities, where random selection might have been justified.

Facility recruitment and facility inclusion criteria

Personal care homes (SL1); group or family care homes or lodges (SL2); and special care homes (including mental health support homes and long-term care-only facilities) were excluded from participation, as were facilities with language barriers (i.e., English was not the first language of most or all residents at the facility).

To meet time and budget constraints, criteria were applied at the facility level to limit the number of in-person interviews conducted across the province. Specifically, supportive living facilities were divided into remote and non-remote facilities for the purpose of the study, defined as greater than 225 km away from a major urban centre, including: Calgary, Edmonton, Red Deer, Grande Prairie, or Lethbridge. Facilities deemed geographically remote were limited to self-administered paper surveys sent by mail to the facility. The survey team visited all other facilities where they conducted in-person interviews or delivered surveys to residents for self-administration.

All eligible facilities were contacted via email before enrolment and were asked to identify a facility-based staff member who could act as the designated site liaison for the study. The survey team made further contact (phone and/or email) with site liaisons to clarify and enlist their support with the survey rollout at their respective facility. Site liaisons were provided with specific written instructions about the following survey processes: dissemination of HQCA survey communication materials (survey information letters to staff, residents, and families as well as posters to be placed in facility common areas such as elevators, dining rooms, and message boards); verifying resident and family information; and coding residents with respect to eligibility for participation and survey type.

Survey interviewer recruitment and training

Survey interviewers were hired to accommodate the number of facilities located around each major urban centre, including Calgary, Edmonton, Red Deer, Grande Prairie, and Lethbridge. Six interviewers were based out of Edmonton, two in Red Deer, and three in Lethbridge. Five primary survey interviewers were based out of Calgary, in addition to six others who functioned as backup interviewers.

All interviewers underwent security clearance and an extensive three-day training before the survey rollout. These training sessions included information about the project, the HQCA's role and mandate,

characteristics of the population under study, relevant Alberta legislation (such as the Protection for Persons in Care Act), and ethical principles in research with vulnerable populations. In addition, these sessions covered the survey instrument, survey methodology including how to introduce the survey and how to approach refusals, survey process and documentation, and handling of confidential data. Day three involved on-site supervised interviewing at a supportive living facility. Survey interviewers were given a tour of a facility and met with the site liaison. With supervision, survey interviewers: (1) navigated a facility and located residents, (2) approached residents for an interview, (3) conducted an interview and/or provided a self-administered paper survey, and (4) dealt with refusals. At the end of the day, the team reconvened and shared experiences to debrief.

Throughout the survey data collection period, bi-weekly check-ins from supervisors were conducted which involved the supervisor observing an interview. Any deviations from protocol were course corrected. In addition to bi-weekly in-person meetings, weekly conference calls were held amongst all survey interviewers to share experiences for shared learning and to address any concerns.

Facility visit protocol

Facility visits took place from May to August 2016 and generally ranged from two to three days depending on the size of the facility and the number of interviewers. During each initial visit, survey interviewers located the site liaison and re-validated the resident list, noting resident absences or any other changes. Survey interviewers then located each resident to conduct either an interview (i.e., in-person survey) or deliver a paper survey following survey eligibility protocol. If a resident was unable to be located, survey interviewers asked staff to help locate that resident and make at least five attempts to locate them.

A return visit was then scheduled approximately two weeks from the initial visit. The purpose of the return visit was to: (1) interview any residents who were unable to be interviewed during the first visit, and (2) collect paper surveys.

General mailing protocol and protocol for residents with enacted personal directives

Paper surveys delivered directly to the residents' agent designated in a personal directive used the following three-stage mailing protocol to ensure maximum participation rates:

- Initial mailing of questionnaire packages
- Postcard reminders to all non-respondents
- Mailing of questionnaire package with modified cover letter to all non-respondents

In addition, on-site facility staff indicated which residents had an enacted personal directive. The HQCA survey interviewers were asked not to interview these residents or provide them with a paper survey unless facility staff or the HQCA staff obtained consent from the resident's agent, as identified by facility staff. The HQCA sent a survey package to the residents' agent requesting that, upon consent from the agent, the survey package be delivered to the resident to complete. Approximately 1,000 surveys were sent out using this method.

Resident inclusion/exclusion criteria

Eligible respondents were identified with assistance from supportive living facility liaisons. The HQCA implemented a comprehensive method of selecting residents for participation. Overall, there were two goals in determining resident inclusion/exclusion criteria:

1. To select residents capable of participating (e.g., not limited by cognitive ability, illness or other physical disabilities that would cause a burden to the resident).
2. To select the appropriate survey type for residents eligible to take part in a survey either through a self-administered paper survey or an in-person interview.³³

The full dataset contained 9,137 residents. First, the following residents were excluded:

- Residents in SL4D facilities.
- Residents in non-English speaking facilities.
- Residents with a cognitive performance scale (CPS) score of 5 or 6 (severe to very severely impaired).

Next, site liaisons were tasked with updating their facility's resident list to exclude residents who met the following criteria:

- Residents who subsequently moved to another level of care, were discharged, or were deceased.
- From the facility administrator's perspective, residents who had moderate to severe cognitive impairment and would be difficult to communicate with and obtain verbal consent.
- From the facility administrator's perspective, residents who had a language barrier and would be difficult to communicate with and obtain verbal consent.
- Legally blind AND hard of hearing.
- From the facility administrator's perspective, residents who may pose a risk to the survey interviewer.
- Residents who had been at the facility for one month or less.

In total, 4,287 residents were excluded and 4,850 residents were considered eligible for the survey (Figure 3). Among eligible residents, residents were pre-assigned to receive either a self-administered paper survey or an interview. Table 23 outlines the criteria used to pre-assign residents to a type of survey.

³³ Priority was given to the self-administered paper survey to control costs.

Table 23: Survey type criteria for residents in non-remote facilities

Paper survey criteria	Interview criteria
<ul style="list-style-type: none"> - All eligible residents in small facilities (<20 beds) that are outside of the city limits of Calgary, Edmonton, Red Deer, Grande Prairie or Lethbridge. - Cognitively well residents (CPS score of 0 or 1) with good vision (vision score of 0 to 2). 	<ul style="list-style-type: none"> - Mild to moderate cognitive impairment (CPS 2-4). - Cognitively well residents with poor vision (CPS score of 0 or 1).

The HQCA surveyors then initiated the survey process with each resident. To accommodate resident preferences, the surveyors provided the option of choosing either an in-person interview or a paper survey on-site. In addition, residents who refused to participate were offered the alternate method to which they were assigned.

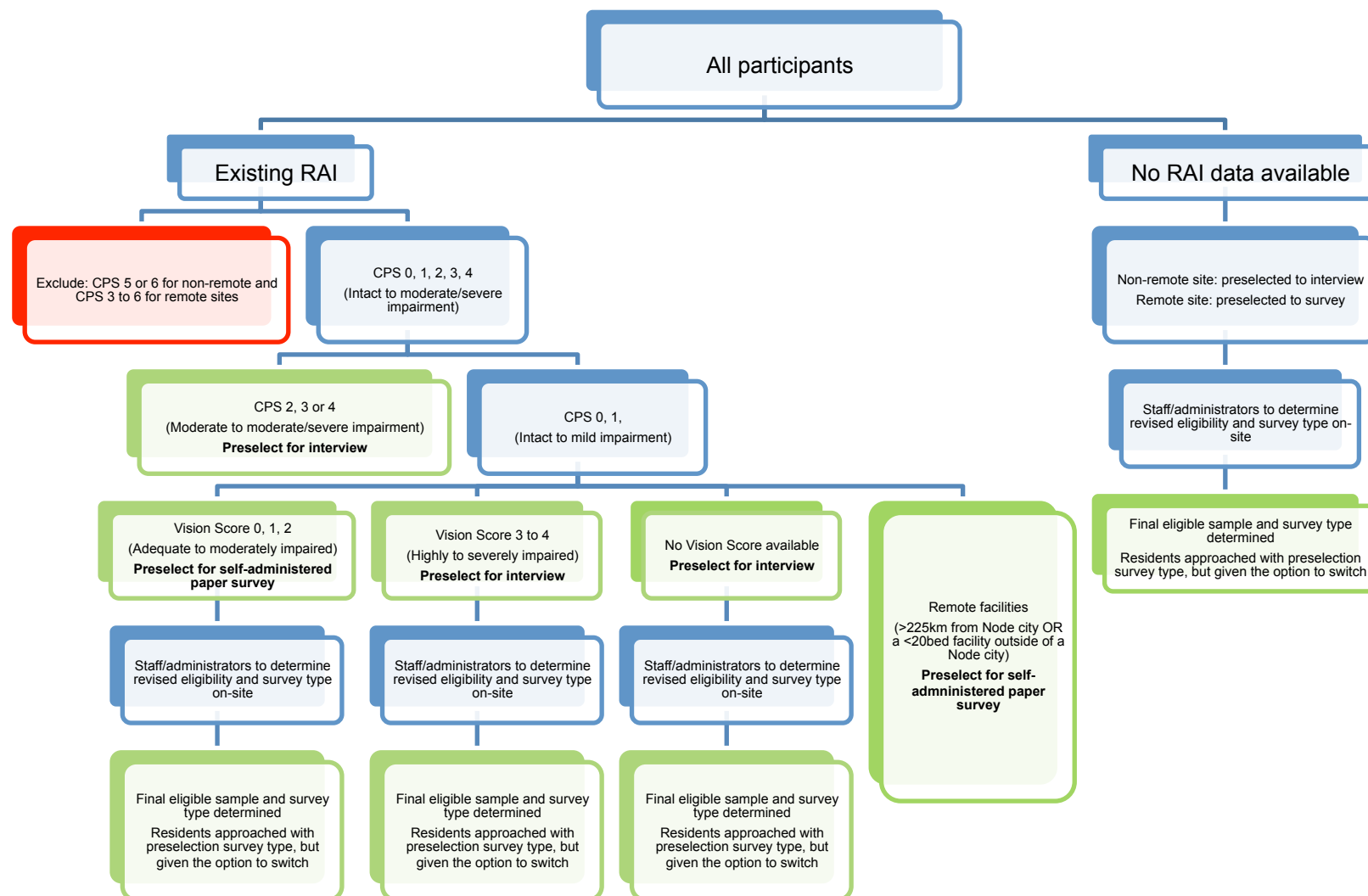
Remote facilities were defined as facilities greater than 225 km away from Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge. These facilities were not visited and instead paper surveys were sent directly to the facility addressed to each eligible resident.

Response rates

To reduce the potential for “non-response bias,” it is desirable to achieve a high response rate.

Of the 9,137 residents in the supportive living database, 4,850 (53 per cent) were deemed eligible to participate (after all exclusion criteria were applied). A total of 2,870 residents returned a survey or completed an in-person interview and were considered *respondents* (59 per cent). The main mode of participation was through in-person interviews (N = 1,883), which constituted 66 per cent of all completed survey responses.

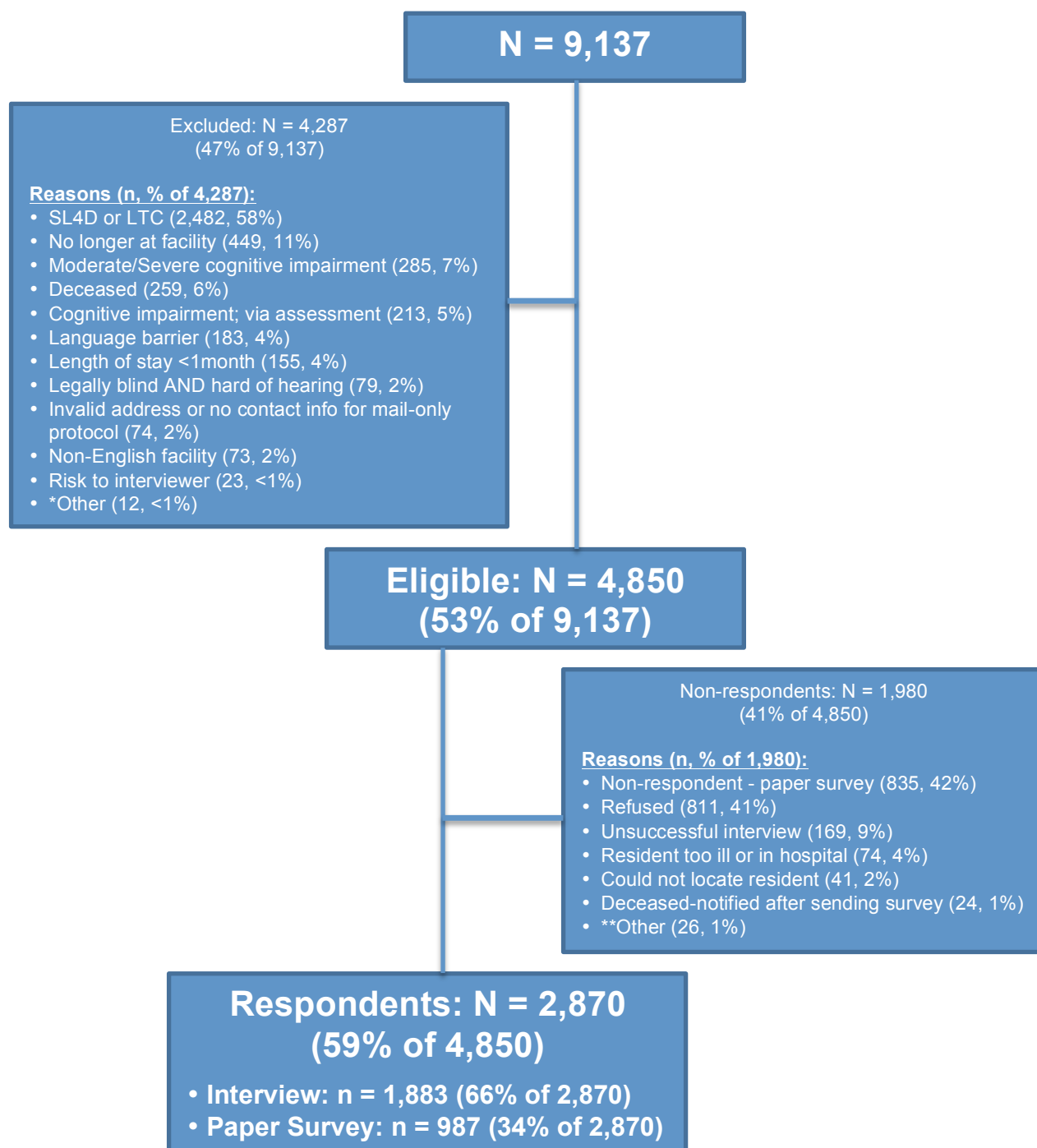
Figure 2: Sample definition – intended sampling frame



Note: The sampling frame intended to assign residents to modalities which include survey participation through either: (1) self-administered paper survey or (2) in-person interview using the RAI, CPS, and Vision Scale. After this initial preselection of survey type, site administrators and staff revised (when necessary) eligibility and survey type based on predefined criteria. Residents were then approached with this type of survey, and (for residents in non-remote facilities) were given the option to switch survey type as per their preference.

Node cities are: Calgary, Edmonton, Red Deer, Grande Prairie and Lethbridge.

Figure 3: Study flow chart



Notes:

* Other includes: site liaison excluded resident from participation; no other reason provided (N = 12)

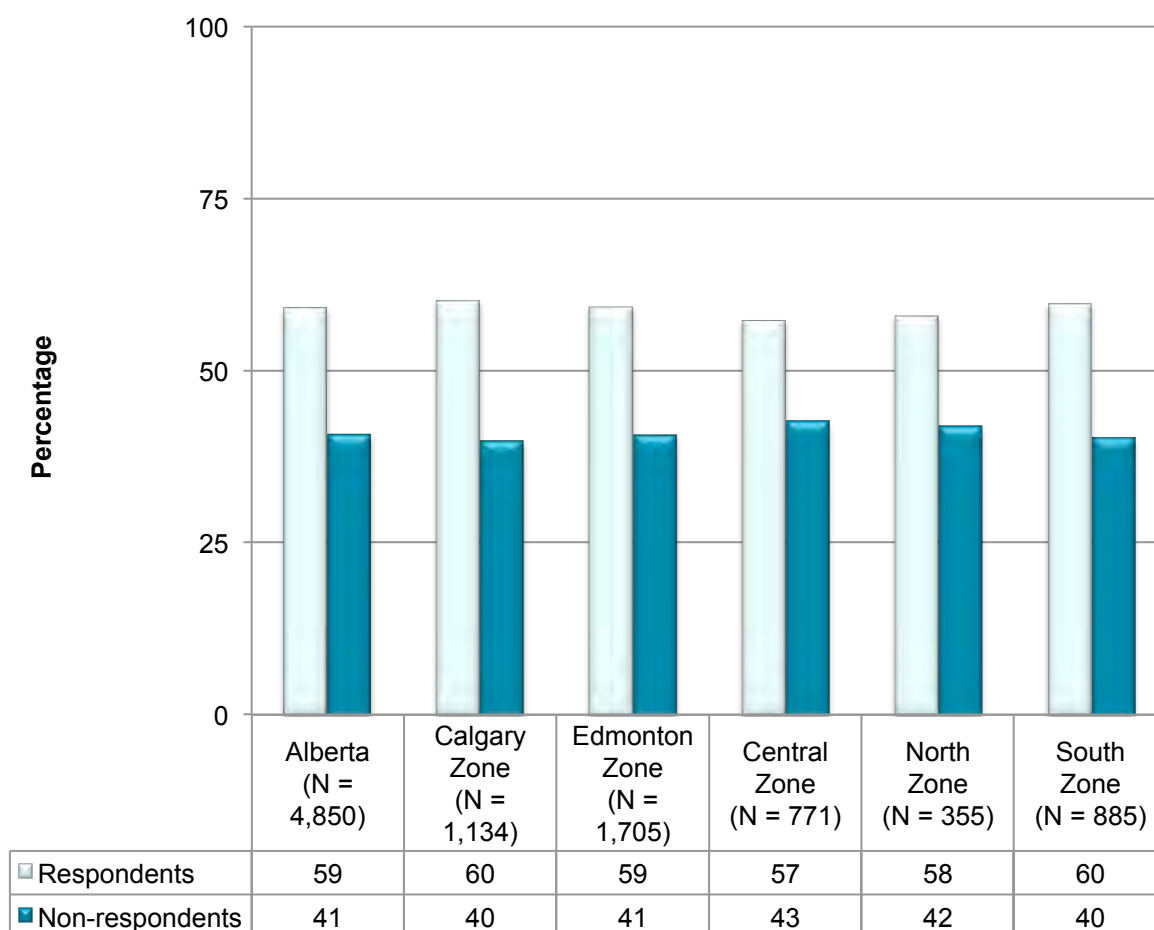
** Other includes:

- Site liaison excluded due to medical condition such as aphasia, anxiety, etc.
- Grieving
- Technical error with survey hardware and/or software
- Palliative
- Administrative error (e.g., facility staff misclassified individual as having a personal directive)

Moderate to severe cognitive impairment as judged by site liaison defined as an inability to communicate with the resident and obtaining verbal consent unlikely.

Response rates by AHS zone³⁴

Figure 4: Survey response rates by AHS zone and province



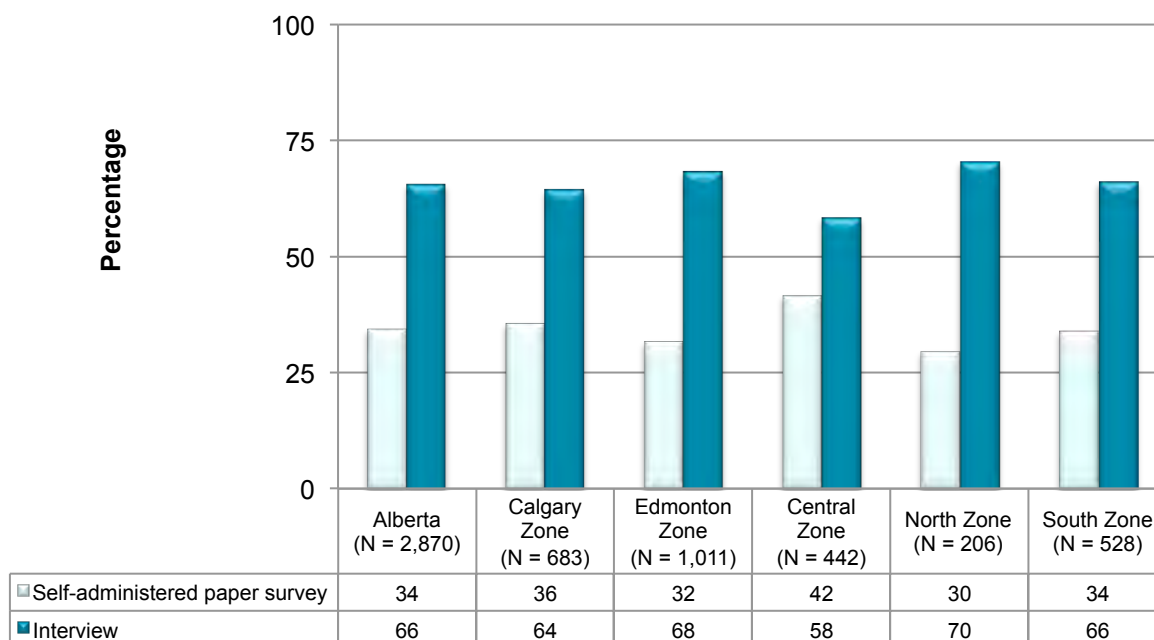
³⁴ Note: When results refer to AHS zone comparisons, these results refer to zones in which the resident resides. In other words, it is the zone in which the facility in reference is located.

APPENDIX III: SURVEY TYPE

The survey type (paper or in-person interview) affects survey results. This is particularly true for this survey work because the designation of survey type was conditional on characteristics that may have influenced the results, such as cognitive performance (CPS score).

The majority of respondents completed an in-person interview (66 per cent of respondents).

Figure 5: Completed surveys and survey type by AHS zone and province



There was some variability across zones in the percentage of respondents who completed a self-administered paper survey relative to an in-person interview.

Global Overall Care Rating and Dimensions of Care versus survey type

The decision to implement a dual-modality survey delivery system was informed by a pilot study conducted in the summer/fall of 2012, which found that in general there were no significant differences in responses among Dimensions of Care relative to survey type. This supported treating both paper survey and in-person interviews as equally valid modes for completing the survey. In addition, the 2013-*Supportive Living Resident Experience Survey* found no systematic difference between survey types when compared to the Global Overall Care Rating and Dimensions of Care. To further confirm this, similar analyses were conducted that compared survey types with Global Overall Care Ratings and each Dimension of Care.

In summary, there were no significant differences in age and gender of respondents who completed a self-administered paper survey compared to an in-person interview. Similarly, survey results in 2016 differed minimally across survey type. Of the 11 Dimension of Care averages, survey type differences were statistically significant for five of them. However, the overall differences were minimal and not considered substantive, with differences ranging from one to four out of 100. Therefore, it was decided that the results of both survey types would be collapsed.

Table 24: Dimension-specific averages by survey type

Measure	Overall	Interview	Self-administered paper survey	Average difference (0 to 100)
Activities	81	80	81	1
Choice	89	89	88	1
Care and Services	81	81	82	1
Relationship with Employees	81	92	90	2*
Employee Responsiveness	87	89	85	4*
Communications	86	87	86	1
Meals and Dining	78	78	76	2*
Laundry	92	93	90	3*
Facility Environment	91	91	91	0
Resident Environment	91	92	90	2*
General Satisfaction	84	85	83	2
Global Overall Care Rating 0-10	7.8	7.9	7.6	0.3 (out of 10)*

Note: Significance tests were performed using t-tests. Dimension averages range from 0-100 where lower ratings reflect more negative experiences, whereas higher ratings reflect more positive experiences. Significant differences were tested using t-tests and a non-parametric rank sum test, tested at alpha = 0.01.

* Indicates significant differences at < 0.01

APPENDIX IV: DIFFERENCES BETWEEN 2016 SURVEY AND 2013 SURVEY

1. **Survey type criteria.** The method in determining the survey modality to give to residents was changed to reflect the most current learnings of survey participation among seniors. Specifically, learnings from HQCA's *Home Care Client Experience Survey* indicated individuals with a CPS score of 2 still had some difficulty completing a self-administered paper survey but fared better through a face-to-face interview. While a resident with a CPS score of 2 would have been previously assigned a paper survey, for this iteration of the survey these individuals were pre-assigned to an interview. However, given minimal differences in results and survey type (see Appendix III), this change in protocol is of minor concern.
2. **Survey protocol changes.** There were two survey protocol changes from 2013:
 - a) **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project co-ordinators to quickly double-check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.
 - b) **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive. The protocol was identical to the paper survey mail-out (see Section 3.3 and Appendix II), with the exception of the survey being initially mailed to the agent of the resident. If the agent consented to the resident's participation, he or she was asked to deliver the survey to the resident either in person or using an enclosed prepaid envelope.
3. **Survey reporting changes.** To improve comprehension and the usability of survey reports, two projects were undertaken: (1) an evaluation of current reporting styles to evaluate what is working and what is not, and (2) a usability testing project that explored how stakeholders interpreted and used the content of the report, and evaluated new design strategies as a result of feedback. Some examples of the changes implemented include:
 - a) Removal of quartiles as it was of minimal use.
 - b) Removal of decimal places to simplify reporting (with exception to places where facilities are rank ordered using a single score).
4. **Changes to the survey tool.** The core questions that make up each Dimension of Care were not changed. However, some questions were added and other non-core questions were removed. For a list of these changes, see Appendix II, Table 21.
5. **Rank order criteria.** Previously, the overall rank applied to each facility by zone reflected the frequency of below-average performance relative to zone and provincial averages. A new approach was implemented for this iteration of the survey which used a facility's overall performance amongst all Dimensions of Care relative to each AHS zone. Specifically, an average facility rank across Dimensions of Care was computed, weighted by how strongly each of those measures relates to the Global Overall Care Rating. As a result, facilities that consistently have higher ranks across Dimensions of Care as compared to other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4.7. Please note that it is inappropriate to compare facility

ranks from year to year as facility participation within each zone varies across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

APPENDIX V: CRITERIA FOR FACILITY INCLUSION IN 2016

Criteria:

1. Confidentiality: five or more respondents per facility.³⁵
2. ≤ 10 per cent margin of error (with finite population correction).
3. Response rate of > 50 per cent.

Of 175 supportive living facilities, 19 facilities were not surveyed for the following reasons (Table 25):

Table 25: Facilities not surveyed and reason for exclusion

AHS Zone	Facility name	Reason for exclusion
Calgary	Providence Care Centre	New facility; opened 2016
Calgary	Wing Kei Greenview	Non-English speaking facility
Calgary	Prince of Peace Harbour	SL4D only
Calgary	Rocky Ridge Retirement Community	SL4D only
Edmonton	Shepherd's Care Ashbourne	No DSL beds at the time of data collection
Edmonton	St. Albert Retirement Residence	New facility; opened 2016
Edmonton	Memory Lane	SL4D only
Edmonton	Excel Society - Balwin Villa	SL4D only
Edmonton	Shepherd's Care Greenfield	SL4D only
Edmonton	CapitalCare McConnell Place North	SL4D only
Edmonton	CapitalCare McConnell Place West	SL4D only
Edmonton	Good Samaritan Stony Plain Care Centre	SL4D only
Edmonton	Wedman Village Homes	SL4D only
Edmonton	Edmonton Chinatown Care Centre	Non-English speaking facility
North	Heimstaed Lodge	Combination of: Non-DSL, Cognitive impairment (CPS >4), and invalid addresses
South	St. Joseph's Home	No DSL beds at the time of data collection
South	Prairie Rose Lodge	Under construction during data collection, all residents transferred to other facilities
South	Macleod Pioneer Lodge	Facility under transition, all residents transferred to other facilities
South	St. Michael's Health Centre	SL4D only

³⁵ Facility reporting with very few individuals runs the risk of direct or indirect disclosure.

Of the 156 surveyed facilities, 143 had at least five surveys collected (92 per cent of 156 facilities; Table 26). Of those 143 facilities:

- 99 met both the margin of error and response rate criteria **labelled in green.**
- 25 met EITHER the margin of error criterion OR response rate criterion **labelled in yellow.**
- 19 did not meet either criterion **labelled in red** (may still receive a facility report).

Facilities that met the margin of error criterion, response rate criterion, or both, accounted for 124 of 156 facilities, or 80 per cent of facilities (labelled in green and yellow). These facilities also accounted for 92 per cent of all respondents (2,635 of 2,870) and 88 per cent of all eligible respondents (4,257 of 4,850). Facilities with small sample sizes (i.e., small facilities) will inherently have more difficulty meeting confidentiality, response rate, and margin of error criteria. The resident profile of a facility must also be considered, as these criteria may influence the number of residents who were ultimately eligible for a survey, and in turn could influence the number considered for confidentiality reasons, response rate, and the margin of error calculation. For example, the smaller the facility, the more difficult to meet the confidentiality criterion of five respondents, and similarly the margin of error calculation depends on sample size.

Facilities that were excluded from facility-level reporting (32 facilities) in this report but had respondents may still receive a facility report.

Table 26: Facility inclusion criteria – Included facilities

AHS zone	Facility name	Margin of error (%)	Response rate (%)
Calgary	Revera Heartland	2.3	84.8
Calgary	Holy Cross Manor	3.1	74.1
Calgary	AgeCare Walden Heights	3.4	58.1
Calgary	Carewest Nickle House	3.5	88.9
Calgary	AgeCare Seton	3.5	56.6
Calgary	Sunrise Village High River	3.6	71.4
Calgary	Silver Willow Lodge	3.9	82.4
Calgary	Wentworth Manor	4.1	75.0
Calgary	Carewest Colonel Belcher	4.2	78.3
Calgary	St. Marguerite Manor	4.2	65.2
Calgary	Evanston Grand Village	5.3	65.9
Calgary	Monterey Place	5.6	60.8
Calgary	Whitehorn Village Retirement Community	6.1	65.6
Calgary	AgeCare Sagewood	6.4	50.7
Calgary	Edgemont Retirement Residence	6.8	66.7
Calgary	McKenzie Towne Retirement Residence	7.1	75.0
Calgary	Bethany Didsbury	7.2	55.8

AHS zone	Facility name	Margin of error (%)	Response rate (%)
Calgary	Aspen Ridge Lodge	8.9	64.7
Calgary	Prince of Peace Manor	8.9	57.7
Central	Chateau Three Hills	0.0	100.0
Central	Eagle View Lodge	0.0	100.0
Central	Islay Assisted Living	2.1	91.7
Central	Bethany Sylvan Lake	3.1	86.7
Central	Sunrise Village Wetaskiwin	3.9	84.6
Central	Extendicare Michener Hill	4.2	75.9
Central	Vegreville Manor	4.2	87.5
Central	Points West Living Wainwright	4.4	75.0
Central	Viewpoint	4.8	80.0
Central	Points West Living Stettler	6.1	63.2
Central	West Park Lodge	6.4	72.2
Central	Heritage House	6.8	62.5
Central	Pines Lodge	7.1	75.0
Central	Sunset Manor	7.9	53.7
Central	Coronation Hospital and Care Centre	8.0	66.7
Central	Royal Oak Manor	8.2	52.4
Central	Bashaw Meadows	8.3	72.7
Central	Good Samaritan Good Shepherd Lutheran Home	8.3	52.5
Central	Clearwater Centre	8.7	61.9
Central	Wetaskiwin Meadows	8.9	66.7
Central	Sunrise Village Ponoka	9.9	70.0
Central	Sunrise Village Olds	9.9	62.5
Edmonton	Kipohtakawmik Elders Lodge	0.0	100.0
Edmonton	West Country Hearth	0.0	100.0
Edmonton	Rosedale at Griesbach	2.1	76.8
Edmonton	Emmanuel Home	2.1	91.7
Edmonton	CapitalCare Laurier House Strathcona	3.3	80.0
Edmonton	Villa Marguerite	3.5	61.6
Edmonton	Good Samaritan George Hennig Place	3.6	83.3
Edmonton	CapitalCare Laurier House Lynnwood	3.7	69.4
Edmonton	Shepherd's Care Kensington	3.9	72.7
Edmonton	Tuoi Hac - Golden Age Manor	4.3	67.3
Edmonton	Rosedale Estates	4.4	70.7
Edmonton	Lewis Estates Retirement Residence	4.5	66.1
Edmonton	Citadel Mews West	4.6	66.7

AHS zone	Facility name	Margin of error (%)	Response rate (%)
Edmonton	Saint Thomas Assisted Living Centre	4.7	58.1
Edmonton	Rosedale St. Albert	4.9	66.7
Edmonton	Chartwell Country Cottage Retirement Residence	5.2	73.9
Edmonton	Salvation Army Grace Manor	5.6	56.9
Edmonton	Sprucewood Place	6.2	50.6
Edmonton	Aspen House	6.7	61.1
Edmonton	Good Samaritan Wedman House	6.8	64.3
Edmonton	Lifestyle Options - Terra Losa	7.1	57.5
Edmonton	Devonshire Village	7.1	55.6
Edmonton	Chateau Vitaline	7.3	62.1
Edmonton	Edmonton People in Need #2	7.6	71.4
Edmonton	Lifestyle Options Whitemud	8.0	58.1
Edmonton	Salvation Army Stepping Stone Supportive Residence	8.1	53.8
Edmonton	Good Samaritan Spruce Grove Centre	8.4	60.0
Edmonton	Chartwell Wild Rose Retirement Residence	8.9	64.7
North	The Gardens at Emerald Park	0.0	100.0
North	Pleasant View Lodge - Mayerthorpe	0.0	100.0
North	Chateau Lac St. Anne	2.5	90.9
North	Shepherd's Care Barrhead	4.8	75.0
North	Parkland Lodge	5.3	85.7
North	Smithfield Lodge	5.4	68.8
North	Stone Brook	5.5	70.4
North	Ridgevalley Seniors Home	7.0	83.3
North	Points West Living Peace River	8.0	66.7
North	Spruce View Lodge	9.1	75.0
South	Sunny South Lodge	2.9	82.8
South	St. Therese Villa	4.2	56.7
South	Meadow Ridge Seniors Village	4.2	75.9
South	Good Samaritan Lee Crest	4.4	70.7
South	Legacy Lodge	4.5	64.1
South	Chinook Lodge	4.5	83.3
South	Good Samaritan Prairie Ridge	5.2	73.9
South	Pleasant View Lodge - Bow Island	5.3	85.7
South	Extendicare Fairmont Park	5.4	57.4
South	Good Samaritan South Ridge Village	5.4	76.5
South	Good Samaritan West Highlands	6.6	51.5
South	Golden Acres	6.8	63.3

AHS zone	Facility name	Margin of error (%)	Response rate (%)
South	Columbia Assisted Living	6.9	59.0
South	Cypress View	7.0	59.5
South	Piyami Place	7.0	83.3
South	York Creek Lodge	7.0	83.3
South	Good Samaritan Linden View	7.2	57.9
South	Good Samaritan Garden Vista	7.4	77.8
South	Meadow Lands	9.1	75.0
South	Good Samaritan Park Meadows Village	9.8	51.6
Calgary	Tudor Manor	8.4	37.2
Calgary	Scenic Acres Retirement Residence	10.5	57.9
Calgary	Millrise Place	11.2	55.0
Calgary	Kingsland Terrace	11.2	60.0
Central	Villa Marie	7.2	48.5
Central	Sunrise Village Camrose	9.2	47.7
Central	Sunrise Village Drayton Valley	10.1	66.7
Central	Vermilion Valley Lodge	10.5	57.9
Central	Providence Place	11.5	61.5
Edmonton	Copper Sky Lodge	6.3	48.8
Edmonton	Edmonton People In Need #4 - Batoma House	7.0	47.9
Edmonton	Laurel Heights	9.4	42.1
Edmonton	Shepherd's Garden	9.5	50.0
Edmonton	Glastonbury Village	9.7	44.7
Edmonton	Summerwood Village Retirement Residence	10.8	58.8
Edmonton	Riverbend Retirement Residence	11.3	52.2
Edmonton	Garneau Hall	13.1	52.9
Edmonton	Lifestyle Options - Riverbend	14.8	53.8
North	Elk Point Heritage Lodge	11.7	71.4
South	Good Samaritan Vista Village	9.4	47.6
South	The Wellington Retirement Residence	9.5	50.0
South	Clearview Lodge	10.1	64.3
South	Sunnyside Care Centre	10.2	57.1
South	Orchard Manor	10.8	54.5
South	River Ridge Seniors Village	11.2	60.0

Facilities who did not meet margin of error or response rate criteria			
AHS zone	Facility name	Margin of error (%)	Response rate (%)
Calgary	Chartwell Eau Claire Retirement Residence	11.2	42.5
Central	Sunrise Encore Olds	10.1	48.6
Central	Hillview Lodge	14.9	39.3
Central	Points West Living Lloydminster	17.1	33.3
Central	Bethany Meadows	20.3	29.6
Central	Faith House	20.6	40.0
Edmonton	Grand Manor	13.0	41.9
Edmonton	Our Parents' Home	14.8	50.0
Edmonton	Rutherford Heights Retirement Residence	17.4	32.3
Edmonton	Shepherd's Care Vanguard	17.4	36.0
Edmonton	CapitalCare McConnell Place West	17.5	50.0
North	Points West Living Grande Prairie	11.2	44.4
North	Grande Prairie Care Centre	13.6	47.6
North	MacKenzie Place Supportive Living	14.5	47.4
North	Manoir du Lac	14.5	47.4
North	Points West Living Cold Lake	16.2	37.0
North	Mountain View Centre	18.7	31.0
North	Points West Living Slave Lake	25.0	33.3
South	Sunrise Gardens	14.0	35.0
Facilities with less than 5 respondents (excluded from facility-level analyses, but included in all other aggregate-level reporting)			
AHS zone	Facility name	Number of respondents	
Central	Eckville Manor House	3	
Central	Points West Living Century Park	3	
Central	Serenity House	2	
Edmonton	Lifestyle Options - Leduc	4	
Edmonton	Churchill Retirement Community	4	
North	Vilna Villa	4	
North	St. Paul Abilities Network (S.P.A.N.)	4	
North	Whispering Pines Seniors Lodge	4	
North	Jasper Alpine Summit Seniors Lodge	3	
North	Vanderwell Heritage Place	1	
South	Piyami Lodge	3	
South	The Valleyview	2	
South	Leisure Way	1	

APPENDIX VI: 2016 RESPONDENT CHARACTERISTICS

Data obtained from the RAI (gender, age, education, and Cognitive Performance Scale) was independent of survey data obtained from the Ohio tool. Nearly all residents who were deemed eligible for the survey had a completed RAI. This allowed for comparisons between resident respondents and resident non-respondents (residents who were deemed eligible for the survey but did not participate in the supportive living survey) on those variables included in the RAI. The purpose of the following analyses is to explore whether respondents are representative of the population of eligible residents.

Detailed results for each attribute are reported in the following pages. Variables included are:

1. Gender
2. Age
3. RAI Cognitive Performance Scale
4. Length of stay

In summary, there were no significant differences between respondents and non-respondents with respect to age, gender, and median length of stay. As expected, non-respondents were more cognitively impaired than respondents.

Table 27: Respondent demographics

	Respondent	Non-respondent	Significant difference
Gender (% Female)	68	66	No
CPS Score (average score)	1.3	1.7	Yes
Age (average age in years)	80 years	81 years	No
Length of stay (median)	18 months	19 months	No

Respondent characteristics and differences in Global Overall Care Ratings

The Global Overall Care Rating (a score from 0 to 10) was compared to selected respondent characteristics. Two-level categories such as gender (Male/Female) were assessed using t-tests at an alpha of 0.01 and further supported by a non-parametric rank sum test.

Table 28: Respondent characteristics and differences in Global Overall Care Ratings

	Comment: significant difference in Global Overall Care Rating
Gender	Female respondents had higher Global Overall Care Ratings than male respondents (7.8 versus 7.5, respectively, $p < 0.01$).
CPS Score (dichotomized at 0 and 1 vs. 2,3,4)	Respondents with CPS of 0 and 1 had lower Global Overall Care Ratings than respondents with CPS 2,3 or 4 (7.6 versus 7.9, respectively, $p < 0.01$).
Age (dichotomized at the median 82 years)	Respondents below the median age of 82 years had lower Global Overall Care Ratings than respondents over the median age (7.5 versus 8.0, respectively, $p < 0.01$).
Length of stay (dichotomized at the median 18 months)	Not significant.

Length of stay

Length of stay is defined as the amount of time in months a resident resided in a facility shortly before survey delivery (March 2016). Admission dates (or months since admission to a facility) were captured from administrative data. The median length of stay for residents was approximately 18 months for the residents included in the sample.

The association between length of stay and Global Overall Care Rating and Dimensions of Care were subsequently explored. Overall, respondents who had resided in the facility less than 18 months did not significantly differ on Global Overall Care Ratings with residents residing in their facility for longer than 18 months. However, these residents had more positive ratings for the Dimensions of Care: Care and Services, Relationship with Employees, Meals and Dining, Facility Environment, Resident Environment, and General Satisfaction.³⁶ These differences, however, were small with correlations ranging from a low of -0.008 to a high of -0.107.³⁷

Table 29: Resident length of stay

Measure	Linear association	Below median of 18 months	Above median of 18 months	Significant difference at the median
Activities	Not significant	81	81	No
Choice	Not significant	90	88	No
Care and Services	Not significant	82	80	Yes
Relationship with Employees	Longer the stay, lower the score	92	90	Yes
Employee Responsiveness	Not significant	88	86	No
Communications	Not significant	87	86	No
Meals and Dining	Not significant	78	76	Yes
Laundry	Not significant	92	91	No
Facility Environment	Longer the stay, lower the score	92	90	Yes
Resident Environment	Longer the stay, lower the score	92	90	Yes
General Satisfaction	Not significant	86	83	Yes
Global Overall Care Rating 0-10	Not significant	7.8	7.6	No

³⁶ Met significance criteria when explored using linear regression and when dichotomized at the median, t-test, and a rank sum test.

³⁷ Non-parametric Spearman's rank coefficients were similarly low, none of which were above 0.1.

APPENDIX VII: 2016 AND 2013 PROVINCIAL AND ZONE AGGREGATED RESULTS

This appendix describes respondent-level data by AHS zone and province across survey years. Analyses in this section emphasize equal weight to each individual respondent within each zone (i.e., the denominator is the number of respondents), and does not provide equal weight by facilities (as was done in Section 5.0). Therefore, Dimensions of Care average scores may differ between Appendix VII and Section 5.0.³⁸

For this section, 2016 results are compared with 2013 to identify any change in Global Overall Care Rating, the Dimensions of Care, and Propensity to Recommend. These comparisons are conducted at the provincial and AHS zone level. Results presented in this section include all facilities and respondents within each survey year.

Facility participation within each AHS zone varies slightly across survey years. In addition, participation *within* each facility may also vary across survey years. A bias is introduced as the presence or absence of significant differences between survey years may be attributable to: (a) a real difference, or (b) difference in samples. Although the sampling strategy was designed for representative zone-level analyses at all survey cycles (i.e., a census), not all facilities (and consequently not all zones) were adequately represented in the resulting sampling distribution in each survey cycle. Caution must be employed in interpreting these comparisons. To mitigate this, a difference between 2016 and 2013 was deemed statistically significant if the difference was:

- Statistically significant among respondents from all participating facilities in 2016 and/or 2013; AND
- Statistically significant among respondents residing in participating facilities in *both* the 2016 and 2013 surveys.
- Statistically significant using parametric and non-parametric tests.
- Statistically significant if we restrict the sample to a length of stay less than three years (approximate time between survey cycles).

In general, there were no statistically significant differences in results in any of the AHS zones. There was one exception:

- In the Central Zone, the Dimension of Care score for Choice was statistically significantly lower in 2016 compared to 2013.

³⁸ The denominator for Section 5.0 was facilities (N = 124 in 2016), whereas the denominator for Appendix VII was respondents (N = 2,870 in 2016).

Figure 6: Global Overall Care Rating by AHS zone

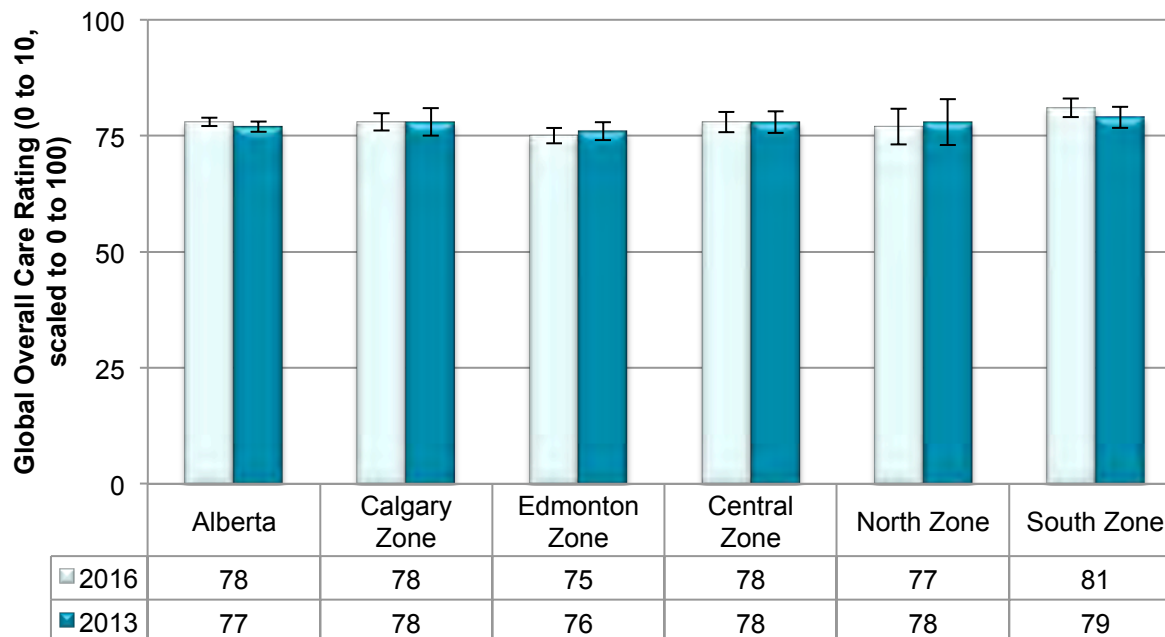


Figure 7: Propensity to Recommend by AHS zone

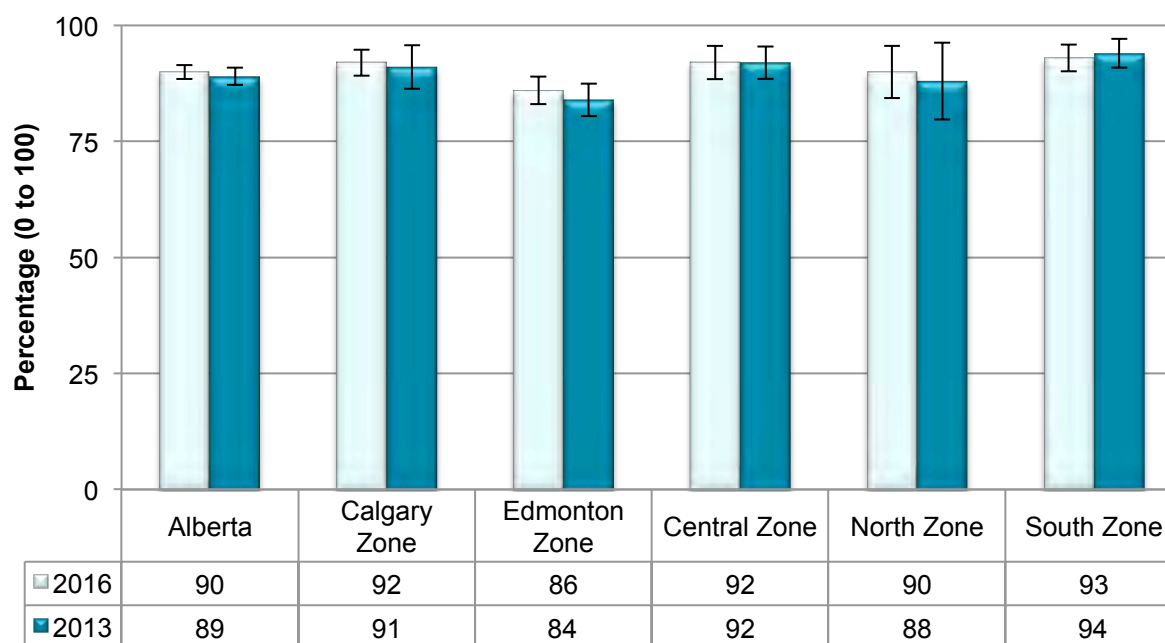


Figure 8: Dimension of Care: Resident Environment by AHS zone

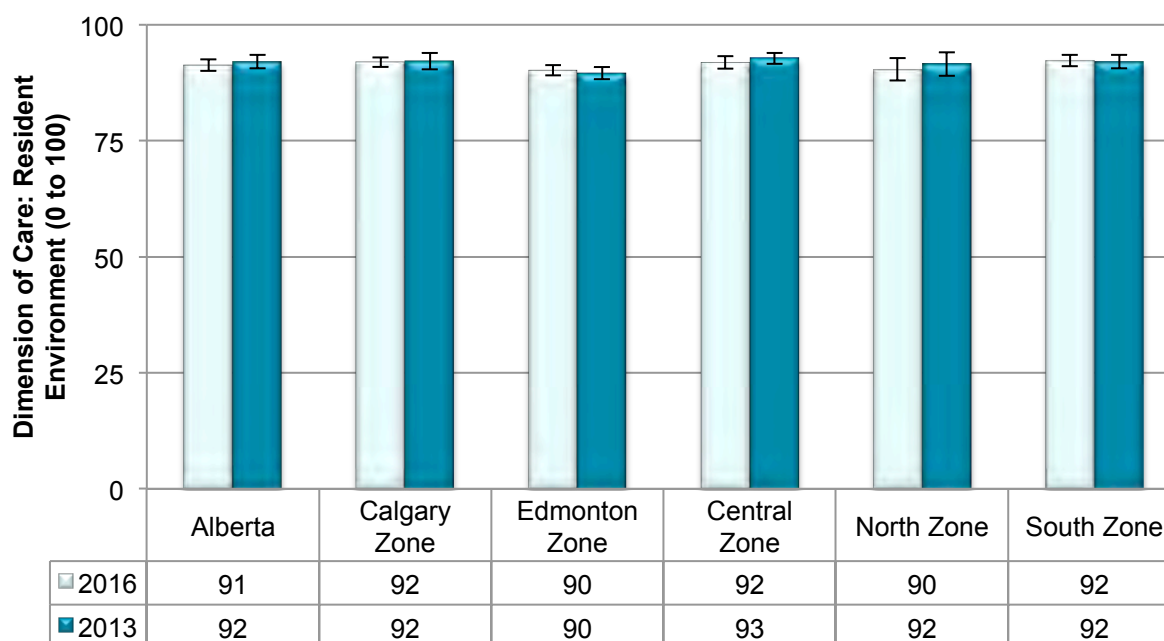


Figure 9: Dimension of Care: Facility Environment by AHS zone

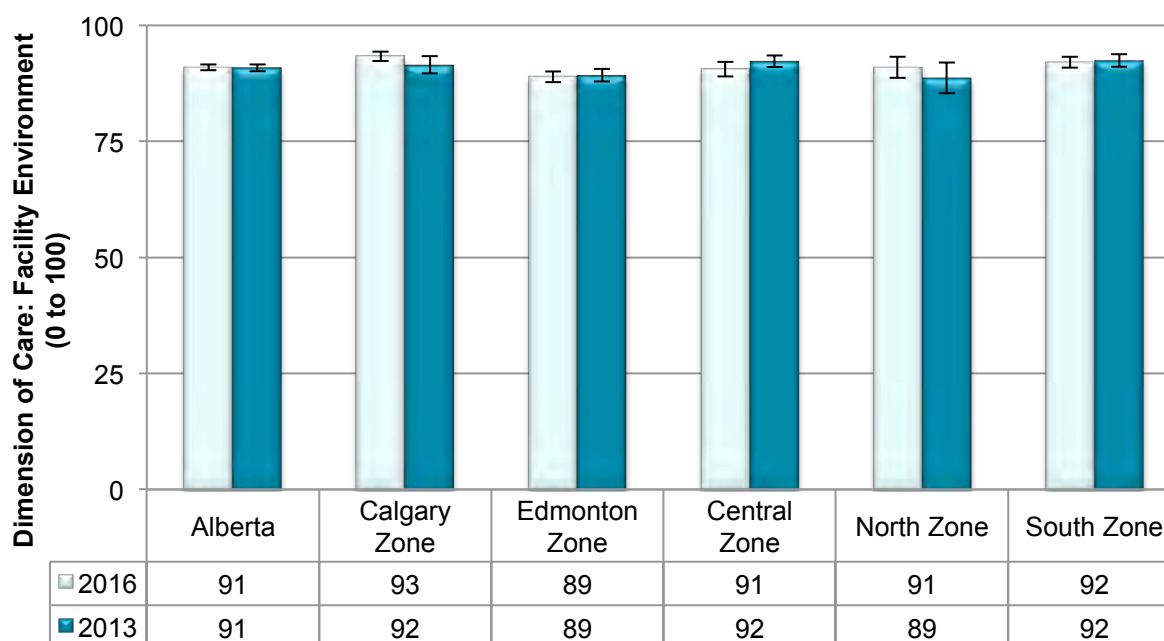


Figure 10: Dimension of Care: Communication by AHS zone

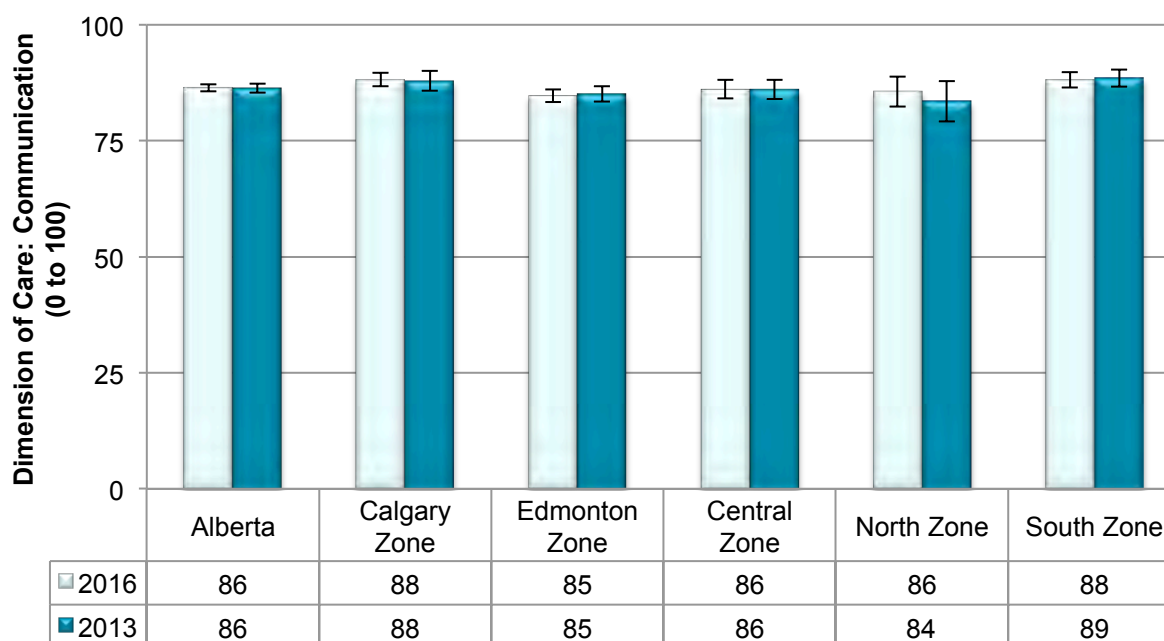


Figure 11: Dimension of Care: Meals and Dining by AHS zone

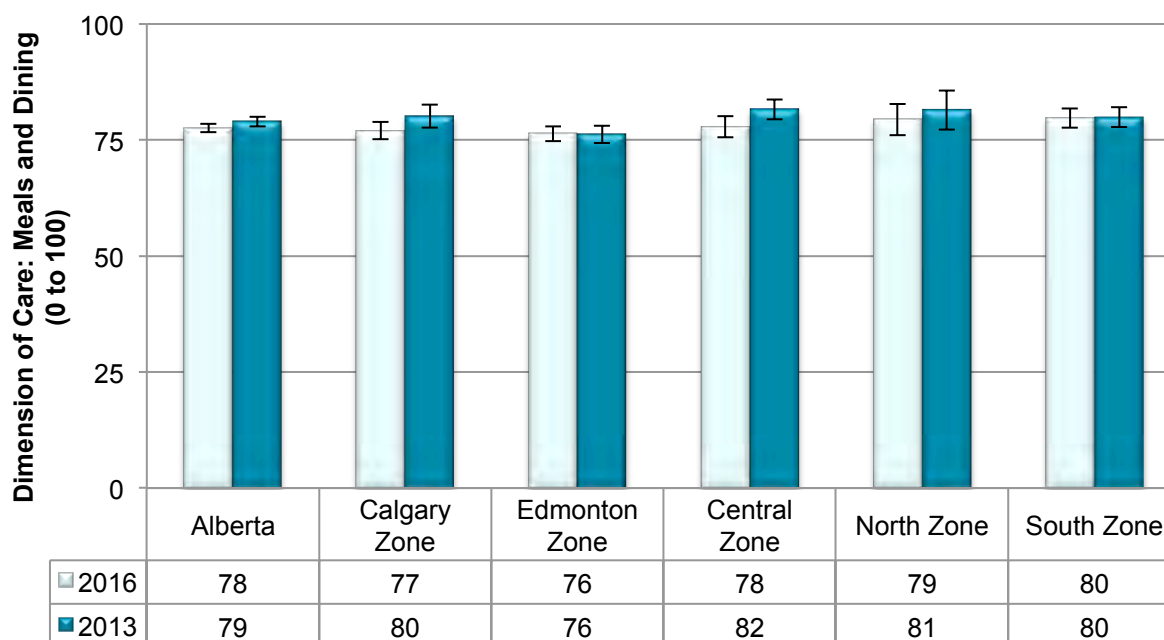


Figure 12: Dimension of Care: Employee Responsiveness by AHS zone

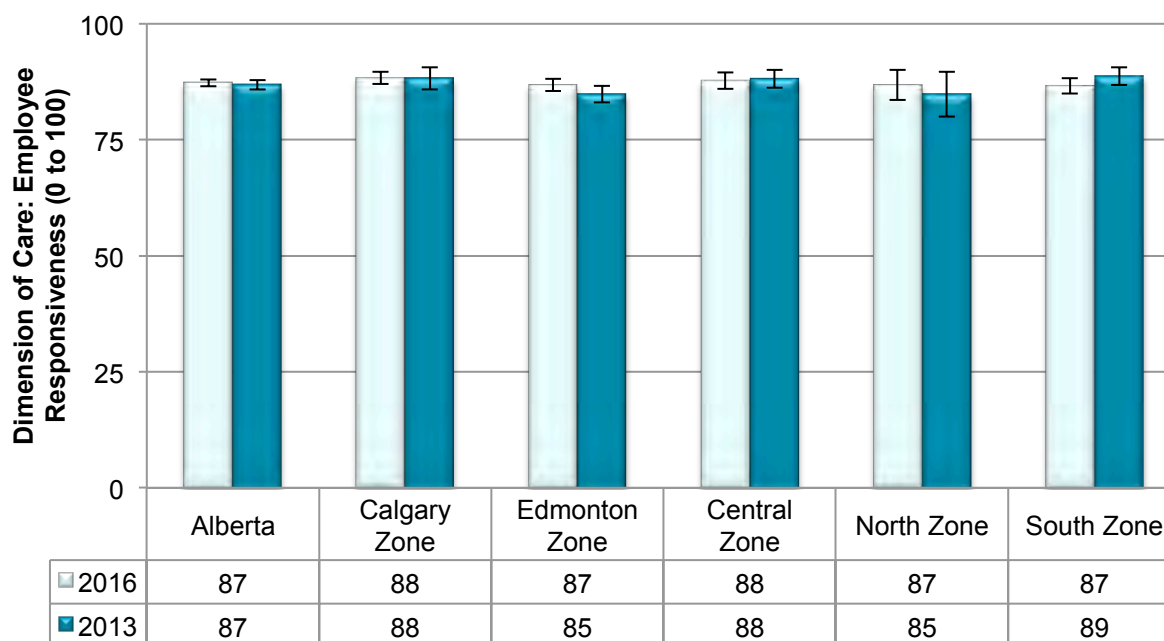


Figure 13: Dimension of Care: Activities by AHS zone

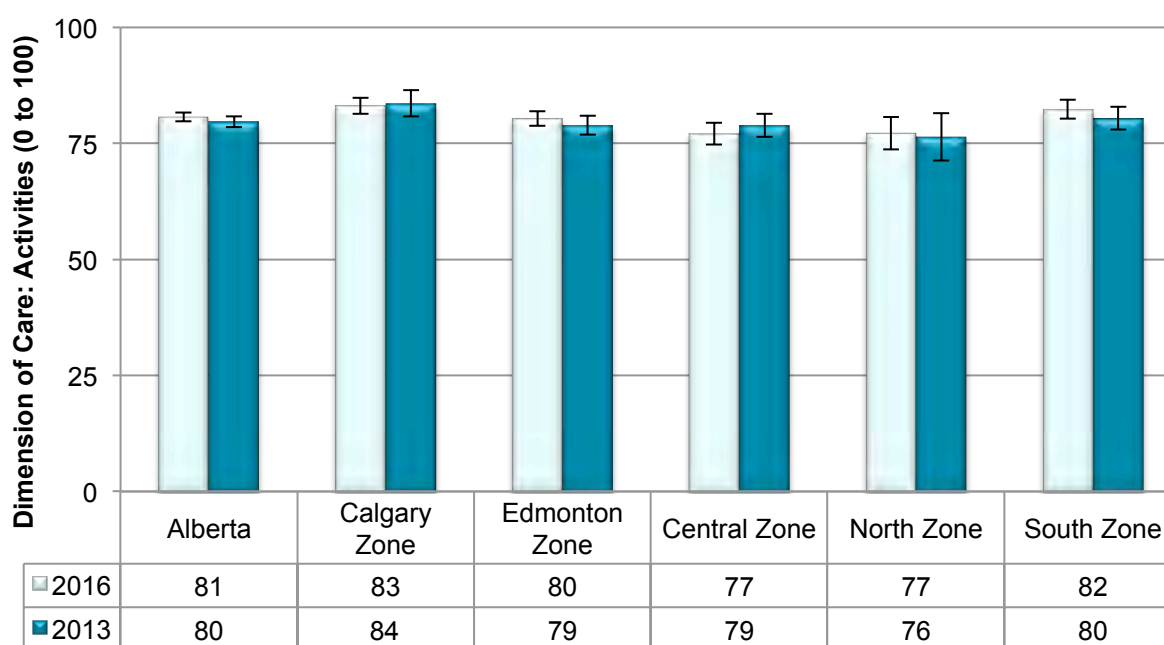


Figure 14: Dimension of Care: Care and Services by AHS zone

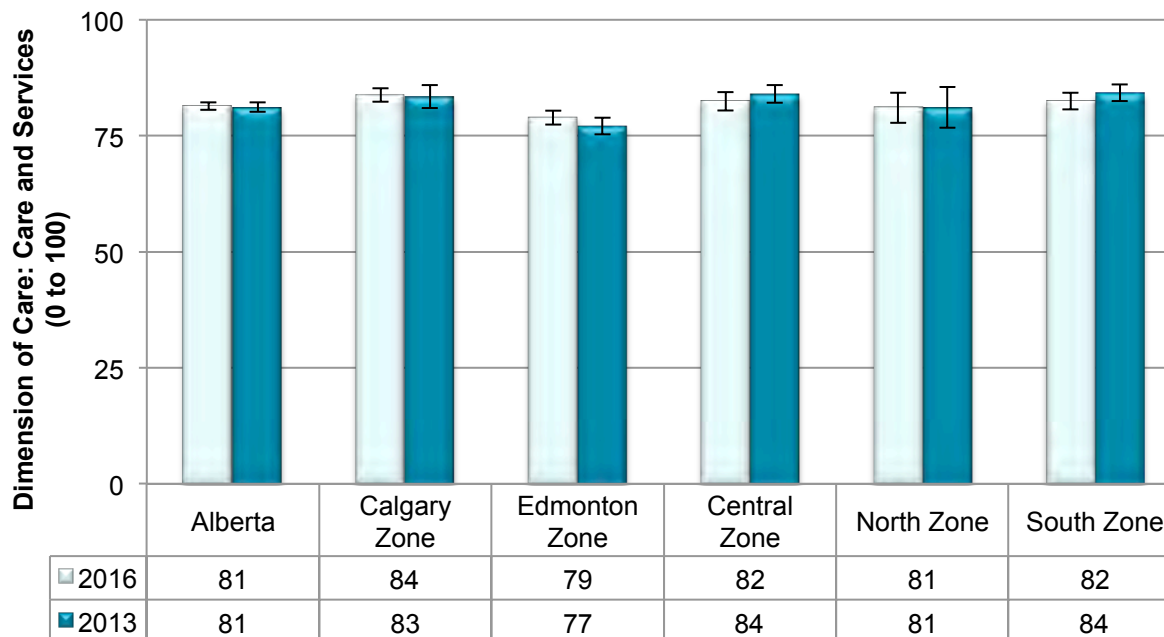


Figure 15: Dimension of Care: Relationship with Employees by AHS zone

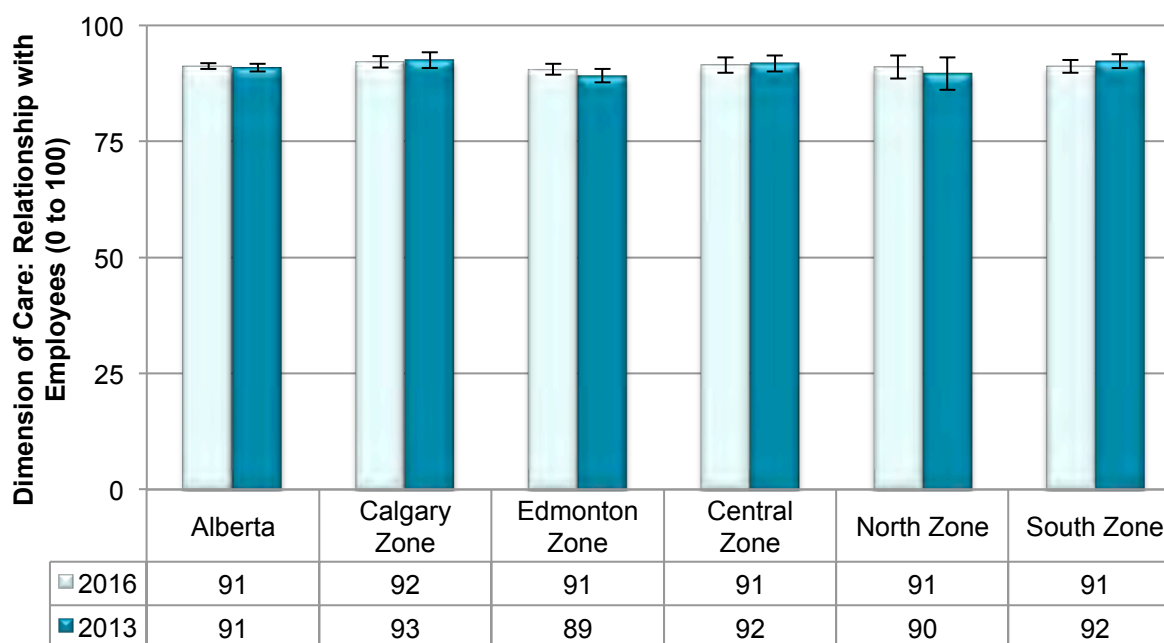


Figure 16: Dimension of Care: Choice by AHS zone

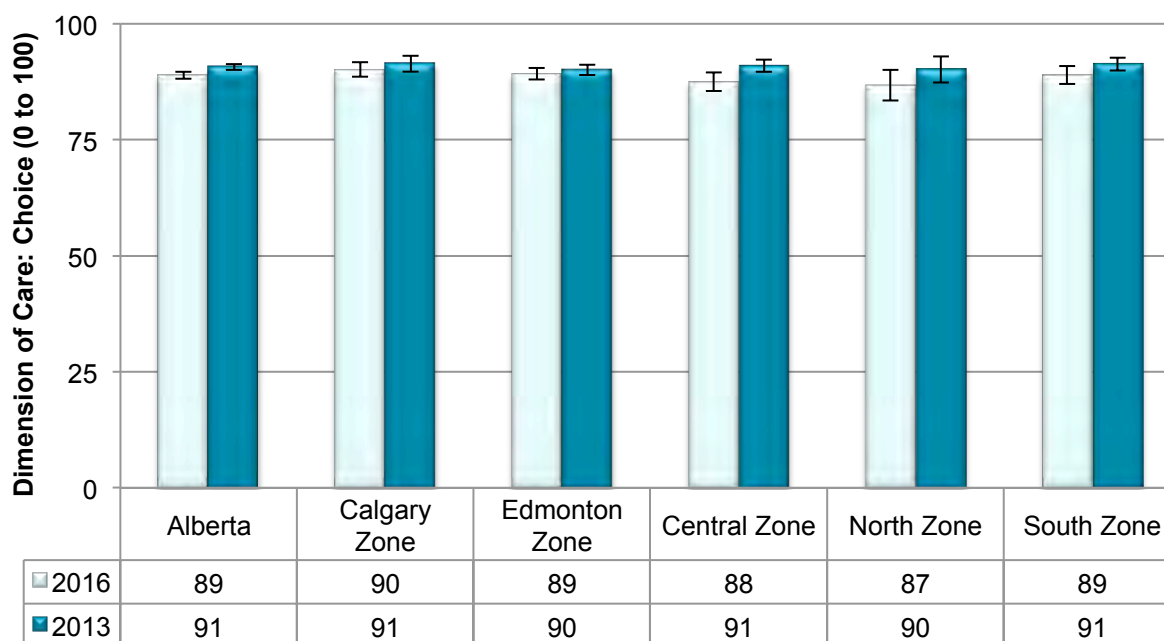


Figure 17: Dimension of Care: General Satisfaction by AHS zone

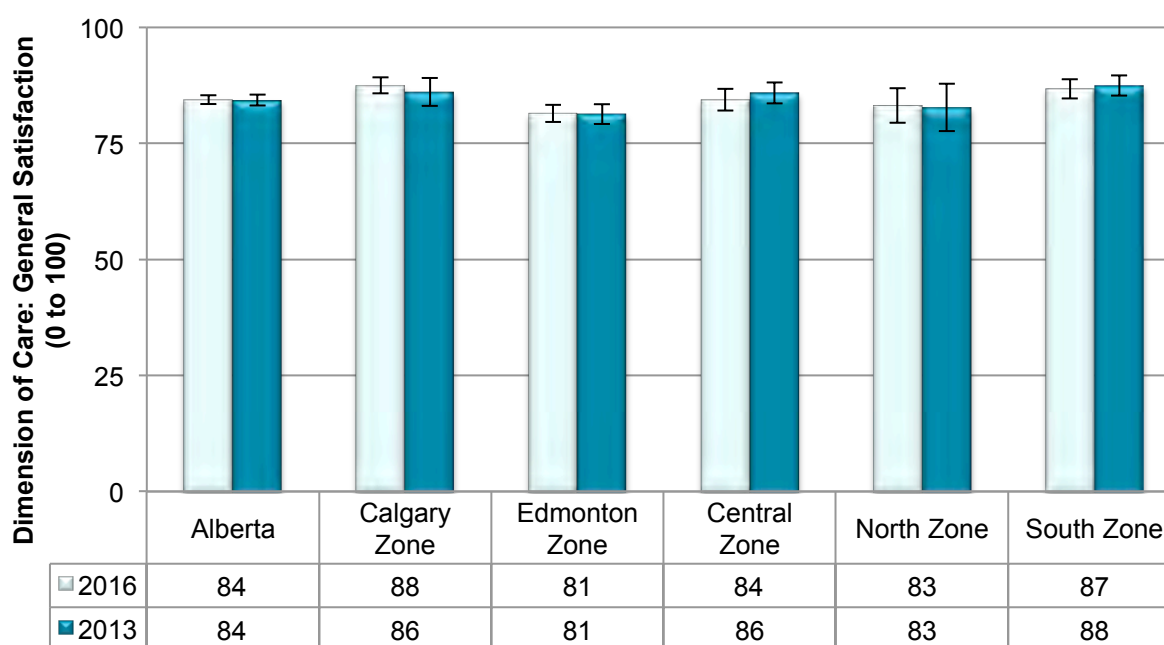
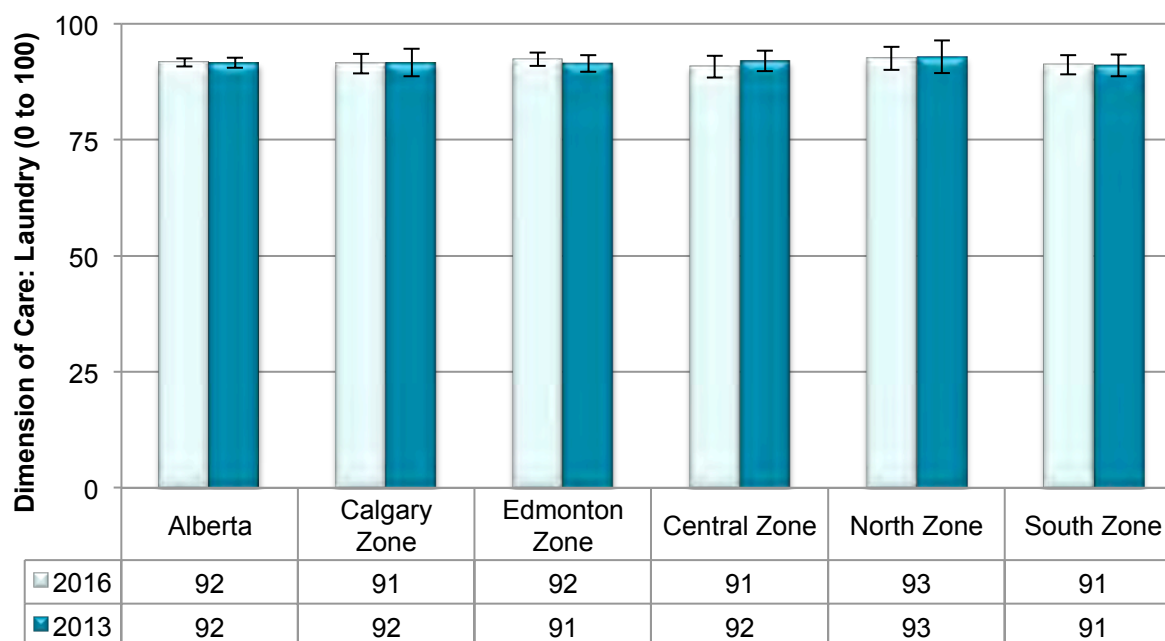


Figure 18: Dimension of Care: Laundry by AHS zone



APPENDIX VIII: SUMMARY OF 2016 PROVINCIAL AND ZONE-LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS

This section provides a detailed analysis of responses to survey questions that make up the Dimensions of Care.

Notes: Percentages may not always add to 100 per cent due to rounding. Responses “Don’t Know” and “Not applicable” were coded as missing.

Table 30: Dimension of Care: Activities: Question-level results by AHS zone

Q1: Do you have enough to do here? Yes or No?						
	Alberta (N = 2,618)	Calgary Zone (N = 643)	Edmonton Zone (N = 907)	Central Zone (N = 392)	North Zone (N = 186)	South Zone (N = 490)
	%	%	%	%	%	%
Yes, always	49	54	50	43	42	48
Yes, sometimes	36	33	36	39	35	39
No, hardly ever	11	9	9	14	17	9
No never	4	4	4	5	6	4
Total	100	100	100	100	100	100
Q2: Do you get enough information about the activities offered here? Yes or No?						
	Alberta (N = 2,688)	Calgary Zone (N = 653)	Edmonton Zone (N = 948)	Central Zone (N = 405)	North Zone (N = 188)	South Zone (N = 494)
	%	%	%	%	%	%
Yes, always	64	66	63	56	62	68
Yes, sometimes	27	25	27	32	27	25
No, hardly ever	7	7	8	7	8	6
No never	3	3	2	4	3	1
Total	100	100	100	100	100	100
Q3: Are you satisfied with the activities offered here? Yes or No?						
	Alberta (N = 2,558)	Calgary Zone (N = 624)	Edmonton Zone (N = 891)	Central Zone (N = 391)	North Zone (N = 184)	South Zone (N = 468)
	%	%	%	%	%	%
Yes, always	52	56	53	43	48	53
Yes, sometimes	37	34	35	47	39	37
No, hardly ever	9	8	10	8	9	8
No never	3	2	3	3	4	3
Total	100	100	100	100	100	100

Q4: Can you choose what activities you do here? Yes or No?						
	Alberta (N = 2,575)	Calgary Zone (N = 617)	Edmonton Zone (N = 910)	Central Zone (N = 390)	North Zone (N = 178)	South Zone (N = 480)
	%	%	%	%	%	%
Yes, always	69	79	66	59	60	74
Yes, sometimes	21	15	23	27	23	18
No, hardly ever	7	4	7	9	11	6
No never	4	2	5	5	6	2
Total	100	100	100	100	100	100

Table 31: Dimension of Care: Choice: Question-level results by AHS zone

Q5: Can you go to bed when you like? Yes or No?						
	Alberta (N = 2,820)	Calgary Zone (N = 671)	Edmonton Zone (N = 996)	Central Zone (N = 437)	North Zone (N = 199)	South Zone (N = 517)
	%	%	%	%	%	%
Yes, always	82	83	82	78	78	82
Yes, sometimes	13	13	12	16	16	13
No, hardly ever	3	2	4	4	3	4
No never	2	1	2	2	4	≤1
Total	100	100	100	100	100	100

Q6: Do the employees leave you alone if you don't want to do anything? Yes or No?						
	Alberta (N = 2,742)	Calgary Zone (N = 663)	Edmonton Zone (N = 957)	Central Zone (N = 416)	North Zone (N = 198)	South Zone (N = 508)
	%	%	%	%	%	%
Yes, always	77	80	78	75	75	76
Yes, sometimes	20	17	19	22	19	22
No, hardly ever	2	2	2	2	4	2
No never	≤1	≤1	≤1	2	2	≤1
Total	100	100	100	100	100	100

Q7: Do the people who work here encourage you to do the things you are able to do yourself? Yes or No?						
	Alberta (N = 2,609)	Calgary Zone (N = 625)	Edmonton Zone (N = 911)	Central Zone (N = 414)	North Zone (N = 190)	South Zone (N = 469)
	%	%	%	%	%	%
Yes, always	64	67	64	60	63	65
Yes, sometimes	27	25	27	30	28	28
No, hardly ever	5	5	5	5	6	5
No never	3	3	4	5	3	2
Total	100	100	100	100	100	100
Q8: Are you free to come and go as you are able? Yes or No?						
	Alberta (N = 2,751)	Calgary Zone (N = 653)	Edmonton Zone (N = 986)	Central Zone (N = 414)	North Zone (N = 200)	South Zone (N = 498)
	%	%	%	%	%	%
Yes, always	85	86	85	80	80	89
Yes, sometimes	11	10	10	16	14	10
No, hardly ever	2	2	2	2	3	≤1
No never	2	2	2	2	4	≤1
Total	100	100	100	100	100	100
Q9: Are the rules here reasonable? Yes or no?						
	Alberta (N = 2,663)	Calgary Zone (N = 628)	Edmonton Zone (N = 943)	Central Zone (N = 411)	North Zone (N = 190)	South Zone (N = 491)
	%	%	%	%	%	%
Yes, always	74	79	72	70	72	73
Yes, sometimes	23	18	24	27	19	24
No, hardly ever	2	2	3	≤1	6	2
No never	1	≤1	1	2	2	1
Total	100	100	100	100	100	100
Q10: Can you choose what clothes to wear? Yes or No?						
	Alberta (N = 2,801)	Calgary Zone (N = 674)	Edmonton Zone (N = 995)	Central Zone (N = 421)	North Zone (N = 201)	South Zone (N = 510)
	%	%	%	%	%	%
Yes, always	90	92	90	86	89	89
Yes, sometimes	8	7	8	10	9	8
No, hardly ever	≤1	≤1	≤1	2	≤1	≤1
No never	≤1	1	≤1	2	≤1	1
Total	100	100	100	100	100	100

Table 32: Dimension of Care: Care and Services: Question-level results by AHS zone

Q11: Can you get snacks and drinks whenever you want them? Yes or No?						
	Alberta (N = 2,412)	Calgary Zone (N = 584)	Edmonton Zone (N = 849)	Central Zone (N = 382)	North Zone (N = 181)	South Zone (N = 416)
	%	%	%	%	%	%
Yes, always	59	66	49	62	64	64
Yes, sometimes	26	24	28	26	23	28
No, hardly ever	10	7	15	8	8	5
No never	6	3	9	4	6	3
Total	100	100	100	100	100	100
Q12: Do you get your medications on time? Yes or No?						
	Alberta (N = 2,658)	Calgary Zone (N = 633)	Edmonton Zone (N = 958)	Central Zone (N = 398)	North Zone (N = 194)	South Zone (N = 475)
	%	%	%	%	%	%
Yes, always	78	79	83	75	76	72
Yes, sometimes	20	20	15	22	22	25
No, hardly ever	2	≤1	2	2	2	3
No never	≤1	0	≤1	≤1	0	≤1
Total	100	100	100	100	100	100
Q13: Do employees explain your care and services to you? Yes or No?						
	Alberta (N = 2,524)	Calgary Zone (N = 603)	Edmonton Zone (N = 896)	Central Zone (N = 386)	North Zone (N = 182)	South Zone (N = 457)
	%	%	%	%	%	%
Yes, always	52	55	49	55	49	51
Yes, sometimes	32	31	33	30	32	33
No, hardly ever	9	8	11	9	9	9
No never	7	5	7	6	9	6
Total	100	100	100	100	100	100
Q14: Do the employees who take care of you know what you like and you don't like? Yes or No?						
	Alberta (N = 2,571)	Calgary Zone (N = 600)	Edmonton Zone (N = 900)	Central Zone (N = 405)	North Zone (N = 187)	South Zone (N = 479)
	%	%	%	%	%	%
Yes, always	53	55	49	53	53	55
Yes, sometimes	40	39	41	39	37	40
No, hardly ever	5	4	7	5	6	5
No never	2	2	3	2	3	1
Total	100	100	100	100	100	100

Table 33: Dimension of Care: Relationship with Employees: Question-level results by AHS zone

Q15: Are the employees courteous to you? Yes or No?						
	Alberta (N = 2,799)	Calgary Zone (N = 667)	Edmonton Zone (N = 983)	Central Zone (N = 428)	North Zone (N = 205)	South Zone (N = 516)
	%	%	%	%	%	%
Yes, always	79	81	77	79	83	77
Yes, sometimes	20	18	22	19	16	22
No, hardly ever	≤1	≤1	≤1	≤1	≤1	≤1
No never	≤1	≤1	≤1	≤1	≤1	≤1
Total	100	100	100	100	100	100
Q16: Can you depend on the employees? Yes or No?						
	Alberta (N = 2,709)	Calgary Zone (N = 649)	Edmonton Zone (N = 941)	Central Zone (N = 419)	North Zone (N = 197)	South Zone (N = 503)
	%	%	%	%	%	%
Yes, always	66	65	68	67	64	63
Yes, sometimes	30	30	27	29	31	33
No, hardly ever	3	3	4	3	4	3
No never	1	1	1	≤1	2	≤1
Total	100	100	100	100	100	100
Q17: Are the people who work here friendly? Yes or No?						
	Alberta (N = 2,809)	Calgary Zone (N = 669)	Edmonton Zone (N = 988)	Central Zone (N = 431)	North Zone (N = 205)	South Zone (N = 516)
	%	%	%	%	%	%
Yes, always	78	81	77	79	78	77
Yes, sometimes	21	18	22	20	22	22
No, hardly ever	≤1	≤1	1	≤1	0	≤1
No never	≤1	≤1	≤1	≤1	≤1	≤1
Total	100	100	100	100	100	100
Q18: Do the employees treat you with respect? Yes or No?						
	Alberta (N = 2,790)	Calgary Zone (N = 666)	Edmonton Zone (N = 976)	Central Zone (N = 431)	North Zone (N = 204)	South Zone (N = 513)
	%	%	%	%	%	%
Yes, always	81	86	77	81	79	82
Yes, sometimes	17	13	21	16	18	17
No, hardly ever	1	1	1	2	≤1	≤1
No never	≤1	≤1	≤1	≤1	1	≤1
Total	100	100	100	100	100	100

Table 34: Dimension of Care: Employee Responsiveness: Question-level results by AHS zone

Q19: During the week, are the employees available to help you if you need it? Yes or No?						
	Alberta (N = 2,672)	Calgary Zone (N = 628)	Edmonton Zone (N = 948)	Central Zone (N = 414)	North Zone (N = 192)	South Zone (N = 490)
	%	%	%	%	%	%
Yes, always	72	75	74	72	70	67
Yes, sometimes	25	24	23	26	26	30
No, hardly ever	2	1	2	2	3	3
No never	≤1	≤1	1	0	1	0
Total	100	100	100	100	100	100
Q20: During the weekend, are the employees available to help you if you need it? Yes or No?						
	Alberta (N = 2,566)	Calgary Zone (N = 606)	Edmonton Zone (N = 903)	Central Zone (N = 398)	North Zone (N = 186)	South Zone (N = 473)
	%	%	%	%	%	%
Yes, always	61	61	62	61	60	57
Yes, sometimes	34	35	31	34	32	38
No, hardly ever	4	3	5	4	6	4
No never	1	≤1	2	≤1	2	≤1
Total	100	100	100	100	100	100
Q21: During the evening and night, are the employees available to help you if you need it? Yes or No?						
	Alberta (N = 2,504)	Calgary Zone (N = 594)	Edmonton Zone (N = 882)	Central Zone (N = 387)	North Zone (N = 184)	South Zone (N = 457)
	%	%	%	%	%	%
Yes, always	73	73	73	74	74	71
Yes, sometimes	23	25	22	24	21	25
No, hardly ever	3	2	4	2	4	4
No never	≤1	≤1	1	0	1	≤1
Total	100	100	100	100	100	100
Q22: Do you feel confident that employees know how to do their jobs? Yes or No?						
	Alberta (N = 2,712)	Calgary Zone (N = 656)	Edmonton Zone (N = 934)	Central Zone (N = 423)	North Zone (N = 197)	South Zone (N = 502)
	%	%	%	%	%	%
Yes, always	62	63	58	61	69	63
Yes, sometimes	34	33	36	34	25	33
No, hardly ever	4	4	5	4	4	3
No never	≤1	≤1	1	≤1	3	≤1
Total	100	100	100	100	100	100

Table 35: Dimension of Care: Communication: Question-level results by AHS zone

Q23: Are the people in charge available to talk with you? Yes or No?						
	Alberta (N = 2,495)	Calgary Zone (N = 577)	Edmonton Zone (N = 894)	Central Zone (N = 387)	North Zone (N = 189)	South Zone (N = 448)
	%	%	%	%	%	%
Yes, always	62	67	56	63	60	68
Yes, sometimes	30	25	35	30	34	25
No, hardly ever	6	6	6	5	3	5
No never	2	1	2	1	2	2
Total	100	100	100	100	100	100
Q24: Do the people in charge treat you with respect? Yes or No?						
	Alberta (N = 2,648)	Calgary Zone (N = 615)	Edmonton Zone (N = 939)	Central Zone (N = 409)	North Zone (N = 196)	South Zone (N = 489)
	%	%	%	%	%	%
Yes, always	84	88	80	83	82	86
Yes, sometimes	15	11	18	15	14	12
No, hardly ever	1	≤1	≤1	≤1	2	1
No never	≤1	≤1	≤1	≤1	2	≤1
Total	100	100	100	100	100	100
Q25: Would you feel comfortable speaking to the people in charge about a problem? Yes or No?						
	Alberta (N = 2,604)	Calgary Zone (N = 618)	Edmonton Zone (N = 912)	Central Zone (N = 392)	North Zone (N = 197)	South Zone (N = 485)
	%	%	%	%	%	%
Yes, always	70	77	65	69	70	73
Yes, sometimes	22	18	26	23	22	19
No, hardly ever	4	3	4	5	4	5
No never	3	3	4	3	4	3
Total	100	100	100	100	100	100
Q26: Do you know who to go to here when you have a problem? Yes or No?						
	Alberta (N = 2,590)	Calgary Zone (N = 604)	Edmonton Zone (N = 918)	Central Zone (N = 387)	North Zone (N = 194)	South Zone (N = 487)
	%	%	%	%	%	%
Yes, always	66	64	67	63	62	68
Yes, sometimes	22	20	22	25	24	21
No, hardly ever	7	8	7	7	8	7
No never	5	7	4	6	6	4
Total	100	100	100	100	100	100

Q27: Do your problems get taken care of here? Yes or No?						
	Alberta (N = 2,411)	Calgary Zone (N = 551)	Edmonton Zone (N = 872)	Central Zone (N = 377)	North Zone (N = 176)	South Zone (N = 435)
	%	%	%	%	%	%
Yes, always	59	64	51	60	62	66
Yes, sometimes	33	31	38	32	27	28
No, hardly ever	6	4	9	5	6	5
No never	2	1	3	3	5	2
Total	100	100	100	100	100	100

Table 36: Dimension of Care: Meals and Dining: Question-level results by AHS zone

Q28: Do you get enough to eat? Yes or No?						
	Alberta (N = 2,794)	Calgary Zone (N = 667)	Edmonton Zone (N = 980)	Central Zone (N = 428)	North Zone (N = 205)	South Zone (N = 514)
	%	%	%	%	%	%
Yes, always	81	80	79	80	81	85
Yes, sometimes	16	15	17	16	16	13
No, hardly ever	3	4	4	3	2	1
No never	≤1	≤1	1	≤1	≤1	≤1
Total	100	100	100	100	100	100

Q29: Is the food here tasty? Yes or No?						
	Alberta (N = 2,761)	Calgary Zone (N = 661)	Edmonton Zone (N = 977)	Central Zone (N = 424)	North Zone (N = 199)	South Zone (N = 500)
	%	%	%	%	%	%
Yes, always	38	34	36	37	47	42
Yes, sometimes	46	48	46	47	40	46
No, hardly ever	12	14	14	12	8	8
No never	4	4	4	4	5	4
Total	100	100	100	100	100	100

Q30: Can you get the foods you like? Yes or No?						
	Alberta (N = 2,581)	Calgary Zone (N = 621)	Edmonton Zone (N = 918)	Central Zone (N = 376)	North Zone (N = 187)	South Zone (N = 479)
	%	%	%	%	%	%
Yes, always	32	32	28	34	35	34
Yes, sometimes	47	47	48	45	41	47
No, hardly ever	15	17	15	13	17	13
No never	7	4	9	8	8	6
Total	100	100	100	100	100	100
Q31: Is your food served at the right temperature? Yes or No?						
	Alberta (N = 2,735)	Calgary Zone (N = 650)	Edmonton Zone (N = 971)	Central Zone (N = 420)	North Zone (N = 197)	South Zone (N = 497)
	%	%	%	%	%	%
Yes, always	48	43	49	48	53	48
Yes, sometimes	38	38	37	39	37	40
No, hardly ever	11	15	10	10	6	8
No never	3	4	3	3	4	4
Total	100	100	100	100	100	100
Q32: Do you like the way that your meals are served here? Yes or No?						
	Alberta (N = 2,702)	Calgary Zone (N = 647)	Edmonton Zone (N = 954)	Central Zone (N = 412)	North Zone (N = 194)	South Zone (N = 495)
	%	%	%	%	%	%
Yes, always	60	61	56	60	66	63
Yes, sometimes	31	30	34	31	25	28
No, hardly ever	6	6	6	7	6	7
No never	3	3	4	2	3	2
Total	100	100	100	100	100	100

Table 37: Dimension of Care: Laundry: Question-level results by AHS zone

Q34: Do you get your clothing back from the laundry? Yes or No?						
	Alberta (N = 1,664)	Calgary Zone (N = 331)	Edmonton Zone (N = 598)	Central Zone (N = 253)	North Zone (N = 151)	South Zone (N = 331)
	%	%	%	%	%	%
Yes, always	78	79	79	77	77	76
Yes, sometimes	20	18	19	20	21	23
No, hardly ever	1	1	≤1	3	2	1
No never	≤1	2	≤1	≤1	0	0
Total	100	100	100	100	100	100
Q35: 35. Does your clothing come back from the laundry in good condition? Yes or No?						
	Alberta (N = 1,643)	Calgary Zone (N = 329)	Edmonton Zone (N = 586)	Central Zone (N = 248)	North Zone (N = 149)	South Zone (N = 331)
	%	%	%	%	%	%
Yes, always	78	78	80	75	80	77
Yes, sometimes	19	19	17	23	20	20
No, hardly ever	2	3	2	2	0	1
No never	≤1	≤1	≤1	≤1	0	2
Total	100	100	100	100	100	100

Table 38: Dimension of Care: Facility Environment: Question-level results by AHS zone

Q36: Do you like the location of this place? Yes or No?						
	Alberta (N = 2,597)	Calgary Zone (N = 622)	Edmonton Zone (N = 925)	Central Zone (N = 391)	North Zone (N = 194)	South Zone (N = 465)
	%	%	%	%	%	%
Yes, always	75	75	71	76	78	79
Yes, sometimes	18	18	21	18	15	16
No, hardly ever	4	3	4	3	5	4
No never	3	4	4	4	2	≤1
Total	100	100	100	100	100	100
Q37: Are the outside walkways and grounds well taken care of? Yes or No?						
	Alberta (N = 2,517)	Calgary Zone (N = 594)	Edmonton Zone (N = 882)	Central Zone (N = 385)	North Zone (N = 186)	South Zone (N = 470)
	%	%	%	%	%	%
Yes, always	81	89	76	81	78	82
Yes, sometimes	16	9	20	16	19	16
No, hardly ever	2	2	3	2	3	2
No never	≤1	≤1	≤1	2	≤1	0
Total	100	100	100	100	100	100
Q38: Does this place look attractive to you? Yes or No?						
	Alberta (N = 2,641)	Calgary Zone (N = 634)	Edmonton Zone (N = 931)	Central Zone (N = 399)	North Zone (N = 195)	South Zone (N = 482)
	%	%	%	%	%	%
Yes, always	77	88	70	78	78	76
Yes, sometimes	19	11	24	16	16	20
No, hardly ever	3	2	4	3	4	2
No never	2	≤1	2	2	2	1
Total	100	100	100	100	100	100
Q39: Is this place clean enough? Yes or No?						
	Alberta (N = 2,782)	Calgary Zone (N = 669)	Edmonton Zone (N = 970)	Central Zone (N = 430)	North Zone (N = 205)	South Zone (N = 508)
	%	%	%	%	%	%
Yes, always	81	86	78	79	83	82
Yes, sometimes	16	12	18	17	13	16
No, hardly ever	2	2	3	3	3	1
No never	≤1	≤1	1	≤1	≤1	≤1
Total	100	100	100	100	100	100

Q40: Is this place quiet when it should be? Yes or No?						
	Alberta (N = 2,770)	Calgary Zone (N = 661)	Edmonton Zone (N = 970)	Central Zone (N = 427)	North Zone (N = 204)	South Zone (N = 508)
	%	%	%	%	%	%
Yes, always	79	83	76	78	78	80
Yes, sometimes	18	14	20	18	18	18
No, hardly ever	3	3	3	3	3	2
No never	≤1	≤1	≤1	1	1	≤1
Total	100	100	100	100	100	100

Table 39: Dimension of Care: Resident Environment: Question-level results by AHS zone

Q41: Do you have enough privacy in your room or apartment? Yes or No?						
	Alberta (N = 2,785)	Calgary Zone (N = 665)	Edmonton Zone (N = 973)	Central Zone (N = 426)	North Zone (N = 206)	South Zone (N = 515)
	%	%	%	%	%	%
Yes, always	84	83	83	85	82	85
Yes, sometimes	13	13	13	14	15	11
No, hardly ever	2	1	3	≤1	2	2
No never	1	2	1	≤1	2	1
Total	100	100	100	100	100	100

Q42: Are you satisfied with your room or apartment? Yes or No?						
	Alberta (N = 2,780)	Calgary Zone (N = 668)	Edmonton Zone (N = 974)	Central Zone (N = 425)	North Zone (N = 204)	South Zone (N = 509)
	%	%	%	%	%	%
Yes, always	79	83	77	80	76	80
Yes, sometimes	17	15	18	17	18	16
No, hardly ever	3	2	4	2	4	2
No never	1	≤1	2	1	2	≤1
Total	100	100	100	100	100	100

Q43: Do you feel safe here? Yes or No?						
	Alberta (N = 2,773)	Calgary Zone (N = 663)	Edmonton Zone (N = 970)	Central Zone (N = 427)	North Zone (N = 201)	South Zone (N = 512)
	%	%	%	%	%	%
Yes, always	86	86	84	85	87	87
Yes, sometimes	12	13	12	14	9	12
No, hardly ever	2	≤1	3	1	3	≤1
No never	≤1	≤1	1	0	≤1	≤1
Total	100	100	100	100	100	100
Q44: Are your belongings safe here? Yes or No?						
	Alberta (N = 2,720)	Calgary Zone (N = 655)	Edmonton Zone (N = 952)	Central Zone (N = 418)	North Zone (N = 195)	South Zone (N = 500)
	%	%	%	%	%	%
Yes, always	78	77	78	80	78	77
Yes, sometimes	17	18	17	15	15	18
No, hardly ever	3	3	3	3	4	3
No never	2	2	3	2	2	2
Total	100	100	100	100	100	100
Q45: Do you think this is a pleasant place for people to visit? Yes or No?						
	Alberta (N = 2,697)	Calgary Zone (N = 646)	Edmonton Zone (N = 944)	Central Zone (N = 420)	North Zone (N = 194)	South Zone (N = 493)
	%	%	%	%	%	%
Yes, always	80	83	76	82	79	84
Yes, sometimes	16	14	18	17	16	14
No, hardly ever	2	2	3	≤1	3	1
No never	1	1	2	≤1	2	≤1
Total	100	100	100	100	100	100
Q46: Is the room temperature comfortable for you? Yes or No?						
	Alberta (N = 2,775)	Calgary Zone (N = 662)	Edmonton Zone (N = 970)	Central Zone (N = 426)	North Zone (N = 201)	South Zone (N = 516)
	%	%	%	%	%	%
Yes, always	64	65	64	62	62	66
Yes, sometimes	29	28	29	32	29	29
No, hardly ever	4	4	5	4	5	3
No never	3	3	2	3	4	2
Total	100	100	100	100	100	100

Table 40: Dimension of Care: General Satisfaction: Question-level results by AHS zone

Q47: Do you feel comfortable here? Yes or No?						
	Alberta (N = 2,749)	Calgary Zone (N = 660)	Edmonton Zone (N = 959)	Central Zone (N = 421)	North Zone (N = 201)	South Zone (N = 508)
	%	%	%	%	%	%
Yes, always	78	83	73	77	77	80
Yes, sometimes	19	15	23	21	18	17
No, hardly ever	2	2	3	≤1	3	2
No never	1	≤1	2	≤1	2	≤1
Total	100	100	100	100	100	100
Q48: Do you feel like you are getting your money's worth here? Yes or No?						
	Alberta (N = 2,411)	Calgary Zone (N = 574)	Edmonton Zone (N = 845)	Central Zone (N = 370)	North Zone (N = 172)	South Zone (N = 450)
	%	%	%	%	%	%
Yes, always	56	65	50	52	59	58
Yes, sometimes	29	24	32	34	23	30
No, hardly ever	9	6	10	8	11	9
No never	6	4	8	7	7	4
Total	100	100	100	100	100	100
Q49: Overall, do you like living here? Yes or No?						
	Alberta (N = 2,687)	Calgary Zone (N = 646)	Edmonton Zone (N = 943)	Central Zone (N = 405)	North Zone (N = 200)	South Zone (N = 493)
	%	%	%	%	%	%
Yes, always	63	68	60	61	57	67
Yes, sometimes	28	24	30	30	32	26
No, hardly ever	5	4	5	5	6	4
No never	4	4	5	4	5	4
Total	100	100	100	100	100	100
Q50: Would you recommend this place to a family member or friend? Yes or No?						
	Alberta (N = 2,608)	Calgary Zone (N = 632)	Edmonton Zone (N = 897)	Central Zone (N = 397)	North Zone (N = 184)	South Zone (N = 498)
	%	%	%	%	%	%
Yes, always	70	76	62	70	71	76
Yes, sometimes	20	16	24	22	20	18
No, hardly ever	4	4	5	4	2	3
No never	6	4	9	4	8	4
Total	100	100	100	100	100	100

Table 41: Additional Questions: Question-level results by AHS zone

Q33: Does the food here meet your dietary needs? Yes or No?						
	Alberta (N = 2,543)	Calgary Zone (N = 598)	Edmonton Zone (N = 910)	Central Zone (N = 385)	North Zone (N = 179)	South Zone (N = 471)
	%	%	%	%	%	%
Yes, always	61	61	58	63	61	65
Yes, sometimes	27	27	29	27	27	25
No, hardly ever	7	8	8	7	9	6
No never	4	4	5	3	3	3
Total	100	100	100	100	100	100
Q52 Do the people that work here respond negatively when you are frustrated?						
	Alberta (N = 2,177)	Calgary Zone (N = 511)	Edmonton Zone (N = 765)	Central Zone (N = 331)	North Zone (N = 152)	South Zone (N = 418)
	%	%	%	%	%	%
Yes, always	8	6	7	9	7	10
Yes, sometimes	22	21	24	24	19	19
No, hardly ever	29	24	31	29	28	29
No never	42	49	38	38	45	42
Total	100	100	100	100	100	100
Q53: Can you see a doctor if you need to? Yes or No?						
	Alberta (N = 2,513)	Calgary Zone (N = 583)	Edmonton Zone (N = 910)	Central Zone (N = 374)	North Zone (N = 185)	South Zone (N = 461)
	%	%	%	%	%	%
Yes, always	70	70	70	68	66	74
Yes, sometimes	23	21	23	25	24	21
No, hardly ever	5	7	5	5	6	4
No never	2	2	2	2	3	2
Total	100	100	100	100	100	100
Q54: Are you able to get transportation to or from medical appointments? Yes or No?						
	Alberta (N = 2,287)	Calgary Zone (N = 512)	Edmonton Zone (N = 805)	Central Zone (N = 342)	North Zone (N = 176)	South Zone (N = 452)
	%	%	%	%	%	%
Yes, always	76	79	74	77	67	77
Yes, sometimes	17	13	18	16	20	19
No, hardly ever	3	3	4	5	5	2
No never	4	6	4	3	7	2
Total	100	100	100	100	100	100

Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?						
	Alberta (N = 2,495)	Calgary Zone (N = 605)	Edmonton Zone (N = 874)	Central Zone (N = 370)	North Zone (N = 183)	South Zone (N = 463)
	%	%	%	%	%	%
Always	40	43	37	36	42	41
Usually	21	18	21	26	23	20
Sometimes	34	35	37	32	27	35
Never	5	4	5	6	8	3
Total	100	100	100	100	100	100
Q56: Do the people who work here take a personal interest in your life?						
	Alberta (N = 2,506)	Calgary Zone (N = 596)	Edmonton Zone (N = 869)	Central Zone (N = 383)	North Zone (N = 183)	South Zone (N = 475)
	%	%	%	%	%	%
Yes, always	39	39	32	48	43	43
Yes, sometimes	43	42	46	42	42	41
No, hardly ever	12	12	15	7	10	11
No never	6	8	7	3	5	5
Total	100	100	100	100	100	100
Q57: Do you get your mental health and emotional needs met? Yes or No?						
	Alberta (N = 2,338)	Calgary Zone (N = 542)	Edmonton Zone (N = 844)	Central Zone (N = 352)	North Zone (N = 173)	South Zone (N = 427)
	%	%	%	%	%	%
Yes, always	54	55	51	58	55	57
Yes, sometimes	32	30	35	32	29	30
No, hardly ever	9	10	9	6	9	8
No never	5	5	5	3	6	5
Total	100	100	100	100	100	100
Q58: Do you get your healthcare needs met? Yes or No?						
	Alberta (N = 2,593)	Calgary Zone (N = 614)	Edmonton Zone (N = 913)	Central Zone (N = 398)	North Zone (N = 187)	South Zone (N = 481)
	%	%	%	%	%	%
Yes, always	72	73	72	70	73	74
Yes, sometimes	22	20	23	26	20	23
No, hardly ever	4	5	4	3	5	3
No never	≤1	2	≤1	≤1	2	0
Total	100	100	100	100	100	100

Q59: Are you involved in making decisions about your care? Yes or No?						
	Alberta (N = 2,507)	Calgary Zone (N = 589)	Edmonton Zone (N = 898)	Central Zone (N = 375)	North Zone (N = 190)	South Zone (N = 455)
	%	%	%	%	%	%
Yes, always	54	52	57	54	47	53
Yes, sometimes	28	31	26	29	26	29
No, hardly ever	10	8	10	10	17	11
No never	8	10	7	7	9	7
Total	100	100	100	100	100	100

APPENDIX IX: GLOBAL OVERALL CARE RATING REGRESSION MODELS

Model description – Dimension of Care variables

To simplify interpretation of the data, questions that measure a common attribute of care were combined into single variables called *Dimensions of Care*. These summary variables are the weighted average scores of all questions within each dimension.

In this section, a regression model was developed to identify Dimensions of Care with the strongest relationship to the Global Overall Care Rating. This provides a better understanding of which factors impact the Global Overall Care Rating and may provide useful information for quality improvement.

See Appendix II for more information on survey response scoring.

Regression models

A regression model was used to identify relationships with the Global Overall Care Rating. This model was calculated from 1,792 respondents and explains 39.5 per cent of the variance in the Global Overall Care Rating score.

The model included the following confounding variables: survey type (paper vs. interview), gender of respondent, facility size (number of supportive living beds), ownership type (AHS, private, voluntary), self-reported mental health (poor to excellent), geography (urban vs. rural), CPS score, and resident length of stay (months). The selection of confounding variables was initially based on variables described in resident and respondent characteristics (Appendix VI). These variables were then analyzed according to the strength of their relationship to the Global Overall Care Rating based on p -values and standardized beta coefficients. Select variables were excluded from the model because these:

- were not significantly related to Global Overall Care Rating ($p > 0.01$) and had the smallest beta coefficients relative to other confounders
- did not substantially impact the variance explained upon their removal from the model

Confounders that were excluded were: zone, self-reported overall health, whether a resident had a roommate, whether a resident had help completing the survey, vision score, and level of care.

Three Dimensions of Care were left out of the model for the following reasons:

- Dimension of Care Choice: Significant multicollinearity amongst other Dimensions of Care.
- Dimension of Care General Satisfaction: A non-specific Dimension of Care correlated with the outcome variable Global Overall Care Rating. Left out of model due to its non-specificity (i.e., does not target or discuss specific care actions).
- Dimension of Care Laundry: Applies only to those who get their laundry done at the facility and/or know that the facility does their laundry for them. Removed due to respondents' difficulty in remembering, in addition to sample size decreases when included in the model (causing bias).

Table 42: Regression model – Dimensions of Care versus Global Overall Care Rating adjusted for confounders

Dimensions of Care	Standardized beta coefficients
Resident Environment	0.214
Facility Environment	0.192
Communication	0.108
Meals and Dining	0.105
Employee Responsiveness	0.079
Activities	0.059
Care and Services	(not significant)
Relationship with Employees	(not significant)
Other model characteristics	
Constant	-8.69
N	2,027
R-Squared	0.402
Adjusted R-Squared	0.396
p-value	< 0.001

Note: Confounding variables include: level of care, gender of respondent, facility size (number of SL beds), ownership type (AHS, private, voluntary), self-report mental health (poor to excellent), geography (urban vs. rural), CPS score, vision score, age of the resident, and resident length of stay (months).



210, 811 – 14 Street NW
Calgary, Alberta, Canada T2N 2A4
T: 403.297.8162 F: 403.297.8258
E: info@hqca.ca www.hqca.ca