



TCMH

2018 Resident Satisfaction Survey

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Introduction

Tri-County Mennonite Homes (TCMH) serves the changing needs of seniors by providing safe and supportive accommodations and programs. In November 2018, TCMH invited current residents of Nithview Community and Greenwood Court to complete a survey about their satisfaction with TCMH services. The survey included questions about food services, facilities, pastoral care, recreation, support services, housekeeping, laundry, and telecommunications. The survey also provided opportunity for residents to suggest what TCMH should start, continue, and stop doing. TCMH distributed over 200 copies of the survey to residents and contracted an independent consulting firm, [Fresh Insights](#), to analyze the responses and prepare this report.

Respondents

Approximately two-thirds of residents completed the survey (147 people). Among respondents, over three quarters (76%) lived alone and the rest (24%) lived with their spouse.

Home areas	# respondents
Nithview Community (n = 74)	74
Assisted Living	26
Independent Living – Garden townhouse	6
Independent Living – Tower apartment	37
Supported Living	5
Greenwood Court (n = 71)	65
Court Apartment	54
Court Loft	11
Home Area not specified	8



Key Findings

Overall, respondents were **very satisfied** with the friendly staff and services provided at TCMH. Several respondents particularly **appreciated the work of TCMH staff**.

Comments about staff at **Greenwood** included:

- *Staff is great at making us feel important.*
- *Maintenance staff is great.*
- *Staff speaks to all residents whether meeting them or if the resident is sitting in common areas.*
- *Kitchen staff are fantastic, they are very accommodating.*

Comments about staff at **Nithview** included:

- *We think staff are doing a great job.*
- *Marlene at front desk does a fabulous job.*
- *We are happy we made the move to Nithview. If we need answers we ask Marlene, Stacy, or Norma.*

Areas for Improvement

- At **Greenwood**, some respondents mentioned **limited office hours** and the **cost of call bells** as areas of concern.
- At **Nithview**, some respondents indicated a need for **improved signage**, especially for emergency vehicles.



Data Analysis and Reporting

In the survey, residents were asked to rate their agreement with various statements about different aspects of TCMH. Residents rated their agreement on the following scale: strongly agree, agree, no opinion/don't know, disagree, or strongly disagree. In our analysis, we analyzed the data from those who expressed an opinion on a given statement, that is, we removed don't know/no opinion responses from the calculations.

For this report, we provide percentages of respondents who *agreed and strongly agreed* with statements grouped together as "agreed." Some respondents (5%) did not indicate the specific home area in which they reside, therefore we reported percentages as totals for Nithview and Greenwood. We also report totals (i.e., % strongly agreed and agreed) across both areas for 2016 and 2015 under the column headings ALL 2016 and ALL 2015 respectively.

Services Used

Nithview and Greenwood home areas provide a variety of programs and supports to residents including meals, housekeeping, laundry, nursing support, and safety devices (call bells).

This year, some Greenwood residents commented on the cost of the call bell, which some said was an unnecessary expense: *"Have a call bell in my unit, do not use it but pay for it"* and *"Mandatory charging for call bell in life lease monthly charge is considerable."*

Services Used	Nithview (number of respondents)	Greenwood (number of respondents)
Breakfast	26	10
Noon meal	41	44
Supper	33	17
Housekeeping	23	11
Laundry	23	11
Medications	16	8
Baths	15	5
Incontinence products	9	5
Call bell - in my unit	27	32
Call bell- mobile	7	16

Administration

Respondents indicated a high degree of satisfaction with TCMH administrative staff and services. Administrative staff are viewed as **approachable, friendly, and respectful** (99%).

Statement	Nithview		Greenwood		ALL		
	percentage	number of respondents	percentage	number of respondents	2018	2016	2015
The administrative staff are approachable and friendly and treat me with respect.	99%	79	98%	62	99%	100%	99%
My questions, requests or complaints to administration are responded to quickly and efficiently.	97%	72	97%	58	97%	94%	97%
My admission documents (lease, life lease, etc.) were fully explained to me and I was given sufficient time to review and understand.	99%	74	95%	60	97%	96%	98%
My invoices are accurate and easy to understand.	95%	75	98%	61	97%	97%	96%
Administration does a good job of communicating with me.	96%	73	98%	59	97%	97%	97%
Overall, I am satisfied with the administrative staff and services.	96%	75	95%	61	96%	99%	98%

A couple of Greenwood respondents suggested office hours could be improved: *“Have office open daily 9-12, 1-4”* and *“Start more accessible office hours, possibly lunch time.”*



Facilities and Maintenance

Overall, respondents were satisfied with TCMH facilities and maintenance. All respondents agreed that maintenance staff are **approachable, friendly, and respectful**. Most respondents (99%) were satisfied with the facilities and maintenance overall. Comments from respondents suggest the signage for emergency vehicles is an area for improvement.

Statement	Nithview		Greenwood		ALL		
	percentage	number of respondents	percentage	number of respondents	2018	2016	2015
The maintenance staff are approachable and friendly and treat me with respect.	100%	81	100%	64	100%	99%	100%
My maintenance questions, requests or complaints are responded to quickly and efficiently	94%	79	98%	63	96%	93%	97%
My unit was clean and in good repair when I moved in.	95%	79	100%	62	97%	98%	97%
My unit is kept in good repair by maintenance staff.	97%	79	97%	60	97%	97%	98%
The common areas that I use are well maintained and kept in good repair.	99%	81	95%	62	97%	100%	96%
I feel safe and secure in my home.	99%	80	98%	64	99%	99%	99%
Overall, I am satisfied with the facilities and the maintenance.	99%	80	100%	65	99%	96%	97%

Maintenance staff is great – Greenwood resident

I'm hoping you can find better feet for chair legs. The foot comes off and then the chair sticks to the floor. –

Greenwood resident

Thank you for the excellent cleaning – Nithview resident

Maps and larger letters on the Village buildings are needed NOW – Nithview resident

Pastoral and Spiritual Care

Among those who responded, almost all were satisfied with the pastoral/spiritual care provided by TCMH (98%). Pastoral/spiritual staff are viewed as **approachable, friendly, and respectful** (100%) and they **respond to requests quickly** (100%). One respondent from Nithview suggested: *“A Baptist Pastor would be appreciated once or twice a year.”*

Statement	Nithview		Greenwood		2018	ALL	
	percentage	number of respondents	percentage	number of respondents		2016	2015
The pastoral/spiritual staff are approachable and friendly and treat me with respect.	100%	52	98%	58	99%	100%	100%
My questions, requests or complaints to the pastoral/spiritual staff are responded to quickly and efficiently.	100%	45	97%	37	99%	100%	100%
The pastoral/spiritual services and activities are relevant and meet my needs.	100%	50	95%	42	98%	98%	100%
There are sufficient pastoral/spiritual services and activities.	100%	50	100%	45	100%	98%	100%
Overall, I am satisfied with the pastoral/spiritual staff and services.	100%	52	96%	49	98%	98%	100%

Recreation and Activities

Nithview residents expressed a very high degree of satisfaction with all aspects of recreational activities that were included in the survey. Residents at Greenwood also expressed high satisfaction overall (93%). Among Greenwood respondents, most (89%) agreed there were sufficient recreational activities, outings and social events, five (11%) disagreed.

Statement	Nithview		Greenwood		2018	2016	2015
	percentage	number of respondents	percentage	number of respondents			
The recreation staff are approachable and friendly and treat me with respect.	100%	66	98%	48	99%	100%	100%
My questions, requests or complaints to the recreation staff are responded to quickly and efficiently.	100%	55	95%	41	98%	99%	100%
The recreational activities, outings and social events offered are enjoyable and meet my needs.	100%	54	92%	39	97%	95%	98%
There are sufficient recreational activities, outings and social events.	98%	58	89%	44	94%	93%	98%
Overall, I am satisfied with the recreation staff and services.	98%	64	93%	45	96%	97%	98%

Currently happy with my home here. Programs, choir, helping in the laundry room Evening Activities, Faith based church activities – Nithview resident

Excellent social events e.g. Xmas dinners, Tea room, includes Auxillary events as well – Nithview resident

More in house recreation would be a plus – Greenwood resident

Continue with event calendars and dinner outings, possibly offer more – Greenwood resident

Food and Dietary Services

Although not all residents use TCMH food and dietary services, survey respondents had the most to say on this topic. Compared to 2016, all categories were more highly rated. In particular, the staff were noted as approachable, friendly, and respectful (93% at Greenwood, 100% at Nithview). However, the satisfaction ratings and comments suggest there is still room for improvement in the menu selections.

Statement	Nithview		Greenwood		ALL		
	percentage	number of respondents	percentage	number of respondents	2018	2016	2015
The dietary staff are approachable and friendly and treat me with respect.	93%	30	100%	32	97%	92%	99%
My questions, requests or complaints to the dietary staff are responded to quickly and efficiently.	89%	27	94%	31	86%	84%	90%
I like the menu selections that are offered.	79%	28	70%	33	74%	69%	78%
The meals are tasty.	77%	30	69%	32	73%	67%	85%
The meals are nutritious.	86%	28	85%	34	85%	82%	86%
I get enough to eat.	94%	31	86%	35	89%	88%	100%
The dining area is always clean and well maintained.	94%	31	100%	34	97%	91%	99%
Overall, I am satisfied with the dietary staff and food services.	86%	29	88%	33	87%	79%	89%

Among Nithview respondents, **Norma's special meals for special days** received special mention: *“We enjoy them and the time we have chit chatting with different people. Meals are great. Thanks Norma.”* Other comments from Nithview residents included the following:



- *The kitchen staff are fantastic, they are very accommodating*
- *My wife, who requires a gluten free, diet is very satisfied with the services of the dietary staff and for the way the servers follow the posted gluten free menu carefully.*
- *Stop making unheard of soups.*
- *Forget about the new recipes that elderly people are not used to - most of us would be happy with meals we used to have, ordinary dishes*
- *Stop doing these menus with words we do not understand, what it is, or what they mean.*

Comments from Greenwood residents included the following:

- *Food is good except for supper – suppers should be more than a snack e.g., tea biscuit and half a piece of deli meat.*
- *I would like to see more Canadian fruit in season from June till October.*
- *Efforts to make sure hot meals are served hot are appreciated, but not 100% successful.*
- *Food is ample, very well served courteously .*



Nursing Support and Services

Respondents expressed a very high degree of satisfaction with nursing staff, support, and services. While almost all respondents were satisfied, areas for improvement include providing nursing services at more convenient times, and increasing satisfaction with incontinence products.

Statement	Nithview		Greenwood		2018	2016	2015
	percentage	number of respondents	percentage	number of respondents			
The nursing staff are approachable and friendly and treat me with respect.	100%	19	94%	18	97%	100%	100%
My questions, requests or complaints to the nursing staff are responded to quickly and efficiently.	100%	17	94%	17	97%	100%	98%
The nursing services are provided at a convenient time for me.	94%	18	92%	12	93%	100%	100%
The nursing staff are gentle, when they provide care to me, and they respect my dignity.	100%	20	100%	14	100%	100%	100%
I am satisfied with the incontinence products that are offered.	100%	8	89%	9	94%	90%	96%
Overall, I am satisfied with the nursing staff and the nursing support and services.	100%	19	100%	16	100%	98%	100%

A Nithview resident suggested: *“Only use nursing staff for flu shot.”*

Housekeeping

Satisfaction with housekeeping services was 100% positive.

Statement	Nithview		Greenwood		ALL		
	percentage	number of respondents	percentage	number of respondents	2018	2016	2015
The housekeeping staff are approachable and friendly and they treat me with respect.	100%	21	100%	12	100%	100%	100%
My questions, requests or complaints to the housekeeping staff are responded to quickly and efficiently.	100%	18	100%	11	100%	100%	100%
The housekeeping services are provided at a convenient time for me.	100%	18	100%	11	100%	100%	98%
The housekeeping staff do a good job of keeping my unit clean.	100%	20	100%	11	100%	93%	100%
Overall, I am satisfied with the housekeeping staff and the housekeeping services.	100%	19	100%	12	100%	100%	100%



Laundry

Laundry services also received perfect scores in the 2018 survey.

Statement	Nithview		Greenwood		2018	ALL	
	percentage	number of respondents	percentage	number of respondents		2016	2015
The laundry staff are approachable and friendly and they treat me with respect.	100%	14	100%	11	100%	100%	100%
My questions, requests or complaints to the laundry staff are responded to quickly and efficiently.	100%	13	100%	11	100%	100%	100%
My clothes are clean and neat when returned to me.	100%	13	100%	9	100%	100%	100%
I receive all of my laundry back and do not receive clothes that do not belong to me.	100%	14	100%	11	100%	91%	100%
Overall, I am satisfied with the laundry staff and laundry services.	100%	14	100%	10	100%	100%	100%



Telecommunications

The topic of telecommunications covered internet, telephone, and cable TV services. Satisfaction with these services was generally high. A couple of Nithview residents commented on trouble with the telephone system.

Statement	Nithview		Greenwood		ALL		
	percentage	number of respondents	percentage	number of respondents	2018	2016	2015
The internet services available to me meet my needs.	88%	16	89%	18	88%	85%	93%
The telephone services available to me meet my needs.	97%	34	97%	30	97%	92%	99%
The cable TV services available to me meet my needs.	97%	37	84%	32	91%	87%	90%
The TCMH web site is easy to navigate and provides useful information.	100%	6	82%	11	88%	82%	n/a

Comments from Nithview residents

“It would be more convenient if we didn't always have to dial directly to check our voice mail.”

“I have had some trouble with the telephone since we have the new system.”

Comments from Greenwood residents

“I don't think we should have to use your TV system I would like to see a dish on the roof. So we can have satellite.”



Greenwood Court: What should we start, continue, and stop?

Start

Food related

- Offering more variety at meals
- Serving better food and more variety, food not so spicy. Maybe theme days like Italian days (spaghetti) Fish and Chip Fridays, Pizza Sundays
- Preparing foods for various conditions (e.g., I cannot have sugar or salt in my diet)
- Offering combinations such as serving sandwiches with the soup and not separately
- Serving more diabetic juices and desserts.
- Using warming plates, dining service carts, and trolleys to help keep food warmer longer
- Serving the main meals at suppertime (5pm)
- Changing menu on TV on Sunday after lunch, showing the foods on plates so we can see what we are having
- Counting all meals
- Suggesting that residents who have a cough might eat at their apartment

Maintenance

- Fixing chair legs
- Better garden care
- My windows are in need of repair
- Possibly a student could refresh our apartments?
- Painting units on a regular basis.
- Providing a person that car owners could hire to sweep off cars and shovel around them
- Recycling kitchen waste
- Removing the half dead tree at my front door. Its MESSY!!

Communication related

- More accessible office hours, possibly lunch time.
- Having office open daily 9-12, 1-4. People stand there, no one there, sign says back in moment!!!!
- Having an announcement TV, like down in the main first floor room, in the dining room as well
- On the Grapevine, new residents are names but no apartment numbers. Also those who pass on.
- Why are the calendars late a lot? Only thing on time is the rent notice.
- I miss the new monthly names and apt numbers and phone numbers we used to get. So many new residents all at once, I am curious where are they living, as I would like to say hello or good morning.

Activities

- More activities for apartments
- More in house recreation would be a plus

Miscellaneous

- Have the store open more days
- We need new executives, leadership is lacking, we have too few at the top doing more jobs than they can handle
- Include the baths in the price in the loft
- I would like to see a dish on the roof, so we can have satellite TV
- Lower prices in store

Start Nothing

- Can't think of anything more you should be doing
- Can't think of anything yet
- Nothing

Continue

Caring Staff

- Taking time to listen to us -the staff is great at making us feel important
- Staff speaks to all residents whether meeting them anywhere or if the resident is sitting in common areas - calling people by name and just taking a few seconds , goes a long way to make people feel welcome
- Most of the staff are very, very insightful and in mid-task, whatever it be, they remain aware of what's going on around them
- The kitchen staff are fantastic, they are very accommodating

Activities

- Continue with event calendars and dinner outings
- Religious services: Tuesday and Sunday Memorial services "Special Days" - Remembrance Day, Thanksgiving, Christmas, Special Meals: Family, Christmas, Corn Roast
- Tuesday evening programs (could improve choice of performers)

Food related

- Having one person serving beverages at the noon meal
- Serving soups at supper

Maintenance

- Blowing snow off my sidewalk
- Maintenance staff is great

Communication

- Give us a list of people currently living here.

Miscellaneous

- Having all newspapers delivered
- The privacy levels I receive here are good

Continue Everything

- Continue everything - you're doing an excellent job
- Continue everything now being done
- Everything

Stop

Food related

- Serving cold food, when it should be hot
- Serving macaroni as a salad
- Tea biscuit is too dry and tasteless
- Stop serving disgraceful suppers
- Why are meal servers pushed to and get the carts, trollies back to the kitchen by 12:30 or 5:30?

Call Bell

- \$40.00 a month for the call bell pendant ...it is only good when I am here at Greenwood
- Mandatory charging for call bell in life lease
- Charging us double for call bell
- Making the call bells mandatory

Communication

- Meetings where staff sit at the back with no introductions
- Failing to use e-mails to announce events e.g., fire training

Miscellaneous

- Does the fire alarm have to be so LOUD?
- Fire alarm bell too loud and too long when used
- Storage of walkers, wheel chairs etc. blocking lower hall ways.
- Quite tired of hearing "you are totally independent"
- Making us use your TV system
- Huge profits (in the store)
- Sales/marketing calls through the phone service I have with you
- Do not raise the rent at least
- When there is a funeral in the auditorium while people are eating in the dining room, could the hearse staff take the body through the church entrance to the auditorium

Greenwood Miscellaneous Questions and Comments

- If Stratford does not recycle food waste, could Greenwood Court be a leader?
- As I am an apartment dweller and at present am able to cook, clean and look after myself, I require few services. I appreciate that I have the choice of eating in the dining room when required. I also enjoy all the social programs that are offered. I also feel safe and secure and enjoy the companionship of other adults in around my age group. I am privileged to reside in such a caring community.
- I am really am thankful for this place and the people here, that really looks after us so good. God Bless each one of you.
- We have lived here less than a year, and have found the total experience meets our satisfaction.
- Waited 6 yrs to be offered your facilities, staff work hard and succeeds in calling us by name. Meal times are very pleasant times for us. Everything is a ok at this time.
- I am very happy here. the first time in a long time I am home.
- Generally very satisfied with service, care, consideration of residents, care given. Think level of service standard very good.
- Keep up the good work.

Nithview Community: What should we start, continue, and stop?

Start

Food related

- Cooking meats e.g., beef stew, pork stew, a longer time mostly it is not done well enough
- More salads with meals
- Muffins and yogurt more at breakfast-daily. "DO NOT LIKE EGGS"
- Start serving: GOOD hot soup; hot meals; real juice
- I would like if dessert were not left till last at dinner time. Maybe somewhere in the middle of serving.

Maintenance, cleaning

- More consistent snow removal around parked cars
- Maintain sidewalk between Bldg D and garden homes
- Silverware, especially the knives, need a good cleaning
- Proper water drainage
- There could be some improvement to the outside grounds in spring, summer and fall. Grass could be cut more often. Flower beds could be gone over every couple of weeks
- Put a code box between the front doors like the one between the back entrance doors

Activities

- Occasional outings to music or drama events.
- A Baptist Pastor would be appreciated once or twice a year.

Miscellaneous

- More signage for the Village Apartments [especially for emergency vehicles]
- We need better maps and directions on the grounds so emergency vehicles can the person they are looking for.
- More emphasis on good environmental practices
- Easier cable TV remote
- Start assigned seating in the dining room.

Continue

Activities

- Continue with Sunday service, Tuesday night service
- Currently happy with my home here. Programs, choir, helping in the laundry room Evening Activities, Faith based church activities
- Having a Sunday morning service Prayer before meals Recognize birthdays
- Excellent social events e.g. Xmas dinners etc./ Tea room includes Auxiliary events as well etc. Etc.
- More classes for water colour painting. Continue bus trip outings to local places including St. Jacob's, and Kitchener
- Norma's special meals for special days. We enjoy them and the time we have chit chatting with different people. Meals are great. Thanks Norma
- Sunday services Tues eve program continue with seating arrangement as is now
- Tea room (very unique in Sr. Res) grand pals-great program one week there was oil painting in the tea room, could that continue for a week or two at a time?
- Tea room, Tues. Evening program, choir, shuffle board
- I appreciate Norma's work with our choir

Continue

Maintenance, cleaning

- Lawn and flowerbed care (well done) snow/ice care (sidewalks) Thank you for the excellent cleaning
- Lawns, flower beds, sidewalks, driveways
- Summer help in grounds work
- I work my own flower beds. When I have compost I call maintenance, it is picked up pronto
- Appreciate the care of the sidewalks. Thanks
- Clearing the walkways. Good job!! Thank you for looking after the furnaces.
- Dining room is kept clean all except the rug.
- Improvements in the Village hallway units.

Food related

- My wife who requires a gluten free diet is very satisfied with the services of the dietary staff and for the way the servers follow the posted gluten free menu carefully
- Continue to make pudding
- I enjoy the coffee corner once in awhile. I enjoy shuffleboard
- Serve cooked cheese at least twice a month for as long as it is available. Most of us are happy with good milky tapioca or bread pudding done with a bit of topping on it. Honey dew melon is hard this time of season.

Communication

- Resident council meetings

Miscellaneous

- Continue to offer services that will help residents to stay as independent as possible for as long as possible

Continue Everything

- Generally pleased with overall workings of Nithview
- Everything

Stop

Food related

- Forget about the new recipes that elderly people are not used to. Most of us would be happy with meals we used to have, ordinary dishes.
- Stop making unheard of soups
- Stop serving cold meals. Stop running out of food. Stop doing these menus with words we do not understand, what it is or what they mean.
- We have been educated that fruit juices are not healthy- however juices are offered at every meal
- Meats and vegetables need to be well done for us seniors

Maintenance, cleaning

- Driving wide vehicles over the grass leaving ruts
- The lighting in the garden homes could be eliminated, or at the very least, dimmed considerably after 11:00 p.m... please?

Miscellaneous

- Stop leaving the front entrance door open too late at night unsupervised
- In dining room, please more tables, and walkers away from rear door, this is a "Fire Hazard". More space to park walkers.
- Stop unassigned seating. Give dining room staff the responsibility of deciding who should sit together and where based on their interactions with the residents. This way the residents wouldn't have to leave their rooms so early to secure their spot in the dining room.

Nithview Miscellaneous Questions and Comments

- Would it be possible to install (or allow us individually to install) some sort of screening device for our front doors to keep insects out during summertime? We need the air to circulate front to back.
- I very much enjoy my home here
- Well satisfied
- We are pleased with the care given to us
- We are disappointed with the time it is taking to improve the signs in the community. For the past 2 years in every resident meeting this concern has been raised that maps and larger letters on the Village buildings are needed NOW. At the last meeting we found out the large letters have arrived and Jason casually said he will get at it to install them. This has taken far TOO LONG
- We appreciate very much the steps you have taken so that we can stay where we are living

Photo credit: freeimages.com