Family Satisfaction Survey Report

2017 Results

St. Patrick’s Home of Ottawa
Person-Centred Long Term Care Community
Family Satisfaction Survey

2017

The purpose of the Family Satisfaction Survey is to provide the families of the residents living at St. Patrick’s Home of Ottawa with an opportunity to express their feelings and opinions regarding the various care and services offered to their loved ones. It is our aim to improve the delivery of care and the quality of services, where possible, based on the results of this survey.

The Family Satisfaction Survey for 2017 was initiated in mid-October 2017 and was completed by the end of December 2017.

More than 320 Power of Attorneys for Care and/or Substitute Decision Makers were provided an opportunity to participate in the Family Satisfaction Survey in 2017 using a variety of mechanisms, including a new option to complete the survey electronically via SurveyMonkey©. Of those, 14% requested that the survey be mailed to them, along with a stamped, self-addressed return envelope, while another 5% of participants requested that a hard copy of the survey be left at reception for them to pick-up and return. For the first time ever, more than 75% of those solicited opted to complete the survey online by clicking a link in a personalized e-mail sent from St. Patrick’s Home.

Unfortunately, 6% of those solicited to take part in the survey did not provide us with their preferred option to complete it, and were therefore excluded from the survey pool.

In the end, a total of 135 satisfaction surveys were received by December 31st 2017 from the Power of Attorneys (POAs) for Care or Substitute Decision Makers (SDM), which represented approximately 42% of all those solicited for feedback.

The survey data presented in this report has been collated and simplified into 3 categories where “Agree” represents both Agree and Strongly Agree; “Disagree” represents both Disagree and Strongly Disagree; and “Neither” represents Neither Agree nor Disagree as well as Don’t know.

All percentages appearing on the pie charts within this report have been rounded to the nearest whole percentage point.
Executive Summary

The Family Satisfaction Survey in 2017 was the third annual satisfaction survey implemented entirely for the resident’s family. The results of the survey in 2017 were on par with last year’s results as most areas surveyed saw comparable averages overall, as shown in the table below.

<table>
<thead>
<tr>
<th>Department/Area Surveyed</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
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<tbody>
<tr>
<td>Health Care Services (PSWs)</td>
<td>88%</td>
<td>87%</td>
<td>88%</td>
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<tr>
<td>Health Care Services (RNs and RPNs)</td>
<td>91%</td>
<td>89%</td>
<td>N/A</td>
</tr>
<tr>
<td>Rooms and Housekeeping Services</td>
<td>85%</td>
<td>89%</td>
<td>88%</td>
</tr>
<tr>
<td>Meals and Food Services</td>
<td>76%</td>
<td>75%</td>
<td>73%</td>
</tr>
<tr>
<td>Maintenance Services</td>
<td>93%</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Pastoral and Spiritual Services</td>
<td>57%</td>
<td>39%</td>
<td>50%</td>
</tr>
<tr>
<td>Recreation Services</td>
<td>70%</td>
<td>62%</td>
<td>65%</td>
</tr>
<tr>
<td>Laundry Services</td>
<td>68%</td>
<td>65%</td>
<td>57%</td>
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Table 1: Overall average scores for the last 3 years for each area surveyed

First off, it is worth pointing out that Pastoral and spiritual services in 2017 saw the largest one year increase overall (18%) and had a combined average of 57%. It is also important to note that while the overall score appears low, the majority of responses in all four Pastoral items were captured under “Don’t Know” or “Neither Agree nor Disagree” and very few respondents actually disagreed with any one item.

Similarly, the volunteer services saw a higher overall positive response rate in 2017 (77%), as more families were aware of our volunteers and were satisfied with the services they provided.

While there was a 5.7% drop in the number of respondents that felt their loved one always got their items back from the laundry, there was an 11.2% increase in the number of respondents that were satisfied overall with the laundry services.

As was the case with the Resident Satisfaction Survey, the Family Satisfaction Survey in 2017 also saw the separation of reception and finance. Since these two areas offer distinct services, this change was warranted in order to evaluate each area separately and provide more accurate feedback to both departments. In the end, both areas saw very positive results.

The recreation department saw the second highest increase year-over-year with a score of 70% overall. Families are in agreement with the residents in that they saw a greater variety of activities in 2017, in addition to more specific activities and programs geared toward individual interests.

Finally, we are happy to report that more than 95% of respondents in 2017 were satisfied with St. Patrick's Home overall, and a similar percentage of respondents would recommend living here to others, both of which are up year-over-year.

<table>
<thead>
<tr>
<th>Overall Assessment</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I am satisfied with St. Patrick's Home</td>
<td>96%</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>I would recommend living here to others</td>
<td>95%</td>
<td>87%</td>
<td>93%</td>
</tr>
</tbody>
</table>

Table 2: Overall scores for the last 3 years for each area surveyed
The Results

Survey Participation

The Family Satisfaction Survey in 2017 saw a 6.3% increase in the overall participation rate when compared to 2016, and a 14.4% increase since 2015. A total of 135 satisfaction surveys were received by the end of December 2017 from the Power of Attorneys (POAs) for Care or Substitute Decision Makers (SDM), which represented approximately 42% of all those solicited for feedback.

Section 1: Your Loved One - The Resident

Of the 135 surveys received, 96 or 71% were from families whose residents resided in a private room, while 39 (28.9%) were from families whose loved one shared a basic accommodation.
Section 2: Meals and Food Services

- **61.9%** of all respondents in 2017 felt that the meals looked appetizing compared to 59.8% in 2016, up 2.1%. While 14.9% or 20 respondents disagreed, 23.1% either didn’t know or had no opinion either way.
- **70.9%** of all respondents felt that their loved one had a choice in the food they ate, which is down 4.7% year-over-year. While 7.5% or 10 respondents disagreed, 21.6% either didn’t know or had no opinion either way.
- **88.8%** of all respondents felt that the staff at meal times were friendly and courteous, which is down by 1%, while the percentage of respondents that felt the atmosphere in the dining room was friendly remained steady at 79%.

Overall, **78.4%** of all respondents said they were satisfied with the food service, which is up **9.1%** year-over-year. While **9.7%** of respondents were dissatisfied, **11.9%** had no opinion either way or simply didn’t know.

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel the meals look appetizing</td>
<td>62%</td>
<td>23%</td>
<td>15%</td>
</tr>
<tr>
<td>My loved one has a choice in the food they eat</td>
<td>71%</td>
<td>22%</td>
<td>7%</td>
</tr>
<tr>
<td>The staff at meal times are friendly and courteous</td>
<td>89%</td>
<td>10%</td>
<td>1%</td>
</tr>
<tr>
<td>Overall, I am satisfied with the food service</td>
<td>78%</td>
<td>12%</td>
<td>10%</td>
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</table>
Section 3: Rooms and Housekeeping Services

- **82.8%** of all respondents felt that **their loved one’s room was kept clean and tidy**, which is down 1.5% year-over-year. While 7.5% disagreed, 9.7% didn’t know or had no opinion.
- **88.8%** of all respondents felt that their loved one’s room had all the safety features they needed, which is down 8.8% year-over-year. While 5% disagreed, the remaining 6% didn’t know or had no opinion either way.
- **79.1%** of all respondents felt that **the housekeeping staff respected their loved one’s privacy**, which is down from 86% in 2016. While just 1.5% of respondents disagreed with this item, 19.5% either didn’t know or had no opinion either way, which is up more than 5%.
- **88.8%** of all respondents believe **the housekeeping staff to be friendly and courteous**, which is up 5.7% year-over-year. While only 1 person disagreed with this item, 10.4% either didn’t know or had no opinion either way.

Overall, **87.3%** of all respondents were satisfied with the housekeeping services, which is up **4.6%** since the last survey. While less than 6% disagreed with this statement, 7% either didn’t know or had no opinion either way.
Section 4: Health Care Services – Personal Support Workers (PSWs)

- **86.5%** of all respondents were *satisfied with the care their loved one received* in 2017, which is down slightly by 0.9% year-over-year. While 7.5% disagreed, the remaining 6% didn’t know or had no opinion either way.

- **91%** of all respondents were *satisfied with the way the PSWs treated their loved one*, which is up 2% year-over-year. 1.5% or 2 respondents disagreed while 7.5% didn’t know or had no opinion either way.

- **92.5%** of all respondents felt that *the PSWs were friendly and courteous*, which is up 2% from 2016. 1.5% disagreed with this item while 6% didn’t know or had no opinion.

- **79.7%** of all respondents believe *the PSWs listen and are responsive to their loved one’s needs*, which is down 4.1% year-over-year. While 4.5% of respondents disagreed with this item, 15.8% either didn’t know or had no opinion either way, which is up by 4%.

- **87.2%** of all respondents believe *their loved one’s privacy and dignity are respected* and maintained, which is down 4.1% year-over-year. 3.7% of respondents disagreed with this item while 9% didn’t know or had no opinion one way or the other.

- **90.2%** of all respondents felt that *their loved ones were not forced to do things which they did not want to do*, which is up 5.2% from 2016. While just 1 person disagreed with this statement, 9% didn’t know or had no opinion either way.

Overall, 90.2% of respondents were satisfied with the personal care provided by the PSWs, which is up 6.7% year-over-year. While 5.3% of those surveyed disagreed, 4.5% either didn’t know or had no opinion either way.
Section 4: Health Care Services – (PSWs) continued...

I feel that the PSWs are friendly and courteous
- Agree: 92%
- Neither: 6%
- Disagree: 2%

I feel that the PSWs listen and are responsive to my loved one’s needs
- Agree: 80%
- Neither: 16%
- Disagree: 5%

I feel that the PSWs respect and maintain my loved one’s privacy and dignity
- Agree: 87%
- Neither: 9%
- Disagree: 4%

I don’t feel that my loved one is forced to do things they don’t want to do
- Agree: 90%
- Neither: 9%
- Disagree: 1%

Overall, I am satisfied with the personal care
- Agree: 90%
- Neither: 5%
- Disagree: 5%
Section 5: Health Care Services – Registered Staff (RNs and RPNs)

- **93.1%** of all respondents felt that the registered staff were professional and courteous, which is on par with last year’s result. While just 1 person disagreed, the remaining 6% either didn’t know or had no opinion either way.

- **88.6%** of all respondents felt that the registered staff exhibited good communication skills which is down by less than half a percentage point year-over-year. While 3% disagreed with this item, 8.4% of respondents didn’t know or had no opinion either way.

- **92.4%** of all respondents felt that the registered staff kept them informed of their loved one’s health status while the exact same number of respondents (92.4%) felt that they were involved in decision making when their loved one was incapable. While 1.5% of respondents disagreed with both of these items, 6.1% didn’t know or had no opinion either way.

- **90.1%** of respondents felt that the registered staff were knowledgeable regarding their loved one’s care and condition, which is down just 0.5% year-over-year. While just 1.5% disagreed, 8.4% didn’t know or had no opinion either way.

Overall, 92.4% of respondents were satisfied with the registered staff, which is up a healthy 6.6% over 2016. While only 1.5% disagreed, 6.1% of respondents either didn’t know or had no opinion either way.

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**I feel that the registered staff are professional and courteous**

- **Agree**: 93%
- **Neither**: 6%
- **Disagree**: 1%

**I feel that the registered staff exhibit good communication skills**

- **Agree**: 89%
- **Neither**: 8%
- **Disagree**: 3%
Section 5: Health Care Services – (RNs and RPNs) continued...

I feel that the registered staff keep me informed of my loved one’s health status

- Agree: 92%
- Neither: 6%
- Disagree: 2%

I feel that the registered staff involve me in decision making when my loved one is incapable

- Agree: 92%
- Neither: 6%
- Disagree: 2%

I feel that the registered staff are knowledgeable regarding my loved one’s care/condition

- Agree: 90%
- Neither: 8%
- Disagree: 2%

Overall, I am satisfied with the registered staff

- Agree: 92%
- Neither: 6%
- Disagree: 2%
Section 6: Recreation Programs / Services

- 58% of all respondents felt that there were enough programs offered that interested their loved one, which is up 4.5% year-over-year. While 5.3% of respondents disagreed, more than 36.6% didn’t know or had no opinion either way, which is down by 5%.
- 60.3% of all respondents thought that there was enough variety in the choice of programs offered to their loved one, which is up significantly by 12.3% year-over-year. While 7.6% of those surveyed felt that there could be more variety, 32% either didn’t know or had no opinion either way, down by almost 13% year-over-year.
- 76.3% of all respondents felt that the recreation staff were helpful and courteous. While no one disagreed with this item, the remaining 23.7% either didn’t know or had no opinion, which is down by 7% year-over-year.
- 83.2% of all respondents felt that there were enough support services in the Home such as hair care, foot care, physiotherapy etc. which is 3.7% more than the last survey. 4.5% of respondents disagreed, while 12.2% didn’t know or had no opinion either way.

Overall, 72.5% of those surveyed said they were satisfied with the recreation services, which is a healthy one year increase of 15%. While 5.3% disagreed, the remaining 22% of respondents either didn’t know or had no opinion, which is down by more than 17% year-over-year.
Section 7: Maintenance Services

- **97.7%** of all respondents felt that the **building was well maintained**, which is up 0.8% year-over-year. While just 0.8% or 1 respondent disagreed, the remaining 1.5% didn’t know or had no opinion either way.
- **95.4%** of all respondents felt **comfortable inviting friends and family into the Home**, which is up 0.9% year-over-year. While just 2 people or 1.5% disagreed, 3% had no opinion.
- **90.1%** of all respondents felt that the **maintenance staff were helpful and courteous**, which is up 3.5% year-over-year. While not one person disagreed with this item, 9.9% of respondents didn’t know or had no opinion either way.
- **93.1%** of all respondents felt that **their loved one was safe and secure at St. Patrick’s Home**, while **84.7%** felt that **their loved one was safe and secure in their own room**. Both of which are down year-over-year by 3% and 5.9% respectively.

Overall, **93.9%** of respondents said they were satisfied with the maintenance services, which is up 2.6% since last year’s survey. While just 1.5% disagreed, the remaining 4.6% either didn’t know or had no opinion one way or the other.
Section 7: Maintenance Services continued...

I feel that the maintenance staff are helpful and courteous

- **Agree**: 90%
- **Neither**: 10%
- **Disagree**: 0%

I feel that my loved one is safe and secure in their own room

- **Agree**: 85%
- **Neither**: 10%
- **Disagree**: 5%

I feel that my loved one is safe and secure at St. Patrick’s Home

- **Agree**: 93%
- **Neither**: 5%
- **Disagree**: 2%

Overall, I am satisfied with the building/maintenance service

- **Agree**: 94%
- **Neither**: 5%
- **Disagree**: 2%
Section 8: Reception/Front Desk Services

Note: 2017 was the first year in which reception was surveyed independently from other areas.

- **97%** of all respondents felt that **the reception staff provided prompt service**, which is up 2.5% since the last survey. While not one person disagreed, the remaining 3% either didn’t know or had no opinion either way.
- **97%** of all respondents also felt that **the reception staff were helpful and courteous** and since this is a newly introduced question for 2017 there are no prior comparators. While no respondents disagreed with this item, the remaining 3% either didn’t know or had no opinion either way.

Overall, **96.2%** of all respondents were satisfied with the reception and front desk services and because this is a new question related specifically to reception, there are no prior year comparators. Again, while no respondent disagreed with this item, the remaining **3.8%** either didn’t know or had no opinion either way.

![Pie charts showing satisfaction results](image)
Section 9: Finance Services

Note: 2017 was the first year in which finance was surveyed independently from other areas.

- 87.8% of all respondents felt that the finance staff were helpful and courteous and since this was a new question in 2017, there are no previous year comparisons.
- 90.8% of all respondents felt that they got enough information about the charges their loved one had to pay each month, which is down 3.7% year-over-year. While no person disagreed with this item, the remaining 9.2% either didn’t know or had no opinion either way.

Overall, 93.1% of all respondents were satisfied with the finance services and since this is a new question related specifically to finance, there are no prior year comparators. While just 1 respondent disagreed with this item, the remaining 6.1% either didn’t know or had no opinion either way.

![Pie charts showing satisfaction with finance services]
Section 10: Laundry Services

- **74.1%** of all respondents felt that their loved one’s laundry was processed promptly, which is up 3.2% year-over-year. While 4.6% of respondents disagreed (down from 6.3% last year), the remaining 21.3% didn’t know or had no opinion.

- **57.3%** of all respondents felt that their loved one always got their items back from laundry, which saw an improvement of 5.7% year-over-year. While 16% of respondents disagreed with this statement (down 5.3%), the remaining 26.7% (up 11%) didn’t know or had no opinion either way.

Overall, 71% of respondents were satisfied with the laundry service, which is up 11.2% year-over-year. While 7.6% of those surveyed disagreed, 21.4% indicated they either didn’t know or had no opinion either way, which is down by 8.5% year-over-year.
Section 11: Pastoral and Spiritual Services

- 53.4% of all respondents either agreed or strongly agreed that the Pastoral services met their loved one’s spiritual needs in 2017, which is up 10.9% year-over-year. While 2.3% of respondents disagreed with this item it is important to note that a significant number of respondents (44.2%) either didn’t know or had no opinion either way, which is down 12.5%.

- 71% of all respondents indicated that their loved one appreciated visits from the Pastoral team or Pastoral volunteers, which is up a staggering 36.4% year-over-year. The significant increase in this item is in part due to the fact that respondents can now choose ‘Sometimes’ in addition to ‘Yes’. While less than 1% of respondents disagreed, a much larger percentage (44.3%) either didn’t know or had no opinion either way, which is down by more than 17% year-over-year.

- 50.4% of all respondents indicated that their loved one attended services such as Mass and Sacrament of the Sick, which is up 16.5% year-over-year. While 49.6% of those surveyed indicated that their loved one did not attend these services.

Overall, 55% of respondents were satisfied with the Pastoral and Spiritual Services, which is up 11.7% year-over-year. While less than 1% disagreed, the remaining 44.3% either didn’t know or had no opinion either way, which is down by more than 10% year-over-year.
Section 12: Volunteer Services

- **87.8%** of all respondents indicated that they *knew volunteers were available* to assist their loved one in the Home, which is up 6.7% year-over-year.

- **73.3%** of all respondents felt that *the volunteers were helpful and courteous*, which is up 11.7% year-over-year, while the remaining 26.7% (down 11.1%) either didn’t know or had no opinion either way. No respondents disagreed with this item.

Overall, **70.2%** of respondents said they were satisfied with the volunteer services, which is up 10.4% year-over-year. While **2.3%** of respondents were not satisfied with the volunteer service, the remaining **27.5%** either didn’t know or had no opinion either way, which is down 12.7%.

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**Did you know that volunteers are available in the home?**

- **88%** (Agree) vs **12%** (No)

**Volunteers are helpful and courteous**

- **73%** (Agree) vs **27%** (Disagree)

**Overall, I am satisfied with the volunteer service**

- **70%** (Agree) vs **27%** (Neither) vs **2%** (Disagree)
Section 13: Overall Assessment

- **96.2%** of all respondents indicated that they were satisfied with St. Patrick's Home, which is up 6.4% year-over-year. While not 1 person disagreed, 3.8% of respondents either didn't know or had no opinion either way.

![Pie chart showing overall satisfaction with St. Patrick's Home.](image)

- **94.7%** of all respondents indicated that they would recommend living at St. Patrick's Home to others, which is up 7.3% year-over-year. While just 1.5% of those surveyed disagreed, the remaining 3.8% either didn’t know or had no opinion either way.

![Pie chart showing recommendation for living at St. Patrick's Home.](image)
Comments & Feedback

The following comments were taken directly from the Family Satisfaction Survey and serves as a representative sampling only based on common themes identified from all of the responses. The following is not an exhaustive list of all comments received. Please note that some comments have been edited for spelling and grammar and some items have been combined for conciseness. All feedback is valued and appreciated and have been communicated to the relevant departments.

What do you like best about St. Patrick's Home of Ottawa?

1. Staff camaraderie is uplifting to me as a visitor and is obvious to residents.
2. The care my mother receives. We know she is safe and well taken care of when we cannot provide that for her ourselves.
3. With mom living in St Pat's this is now considered her home and when I come to visit her I feel like I'm at home too.
4. Pleased to see the additional parking spots built this year.
5. Most staff are truly dedicated professionals; some are absolutely outstanding. It is a very demanding job and it amazes me how well they do it.
6. The love and respect that is shown to the residents.
7. The design of the building. Mom is in a semi private but it feels very private and the garden area is very beautiful.
8. My mother and I like and appreciate the sense of community within St. Patrick's Home.
9. Daily Mass was the main reason my mother choose St. Pat's.
11. A modern and clean building that has been adapted for people with special needs, like my mother who has dementia.
12. My father has dementia and his transition has been difficult. St Pat's has gone out of its way to accommodate his condition and has been respectful and professional all along the way. I am and will always be eternally grateful for everything that St Pat's has done. Thank you.
13. Happy, smiling faces on staff and seniors.
14. I appreciate the efforts that are made to organize regular activities for the residents and to welcome friends and family members to join at any time.
15. It is a modern fully accessible facility with ample common areas that provides gathering places for residents and their families. The family dining rooms are a great asset.
16. Professional, respectful and the staff maintain the resident’s dignity.
17. What I like best about St. Pat's is that I believe that everyone working there now, from the CEO down to the housekeepers, are truly committed to providing excellent care. More importantly, I think that the care staff (PSWs, RPNs, RNs, and Doctors) genuinely have the residents' best interests at heart and do the best they can, given the funds/resources available to them. There are and always will be things that need improvement but staff really try their best.
Comments & Feedback

The following comments were taken directly from the Family Satisfaction Survey and serves as a representative sampling only based on common themes identified from all of the responses. The following is not an exhaustive list of all comments received. Please note that some comments have been edited for spelling and grammar and some items have been combined for conciseness. All feedback is valued and appreciated and have been communicated to the relevant departments.

Is there anything you would suggest be improved?

1. The residents at mealtimes appear to be rushed through this service.
2. More money needs to be allocated to make the meals more appetizing.
3. There needs to be a better system in place to ensure safety from potentially violent residents.
4. Better signage to help residents and visitors know which floor the elevator is on when the doors open. The current signs are too inconspicuous and all the floors look similar from the elevator.
5. When agency staff comes in they don’t appear to be given enough information about the residents.
6. Address the situation where residents are yelling and screaming, if possible.
7. Add two sections to the survey to solicit specific feedback regarding the Administration/Senior Management as well as the Physicians.
8. More direct care staffing and more volunteers.
9. I wish there was a better way of securing personal items on-site, and easily accessible for those with physical limitations.
10. Increase the number of dedicated handicap (Accessible Parking Permit Holders) and visitor parking spaces.
11. A third elevator would be ideal but access to the stairs would be a great too.
12. Less movement and switching of staff so that residents and families can build stronger relationships with the direct care teams.
13. More concern for the welfare and safety of residents when it comes to protecting them from violence and coarse language exhibited by other residents.
14. Staffing needs improvement, especially on weekends and evenings. Prevent the care teams from working short and use less agency.
15. More recreational activities and outings for the residents who are able to attend.
16. Reduce the number of incidents where bed sheets are not changed on one of the resident’s regularly scheduled bath days.
17. It would be great if egress and access could be changed from 10pm to 10:30 or 11pm.
18. More music, music, music!
In Summary

St. Patrick’s Home of Ottawa continues to work closely with both our residents and their families in order to meet the resident’s medical, social, spiritual and emotional needs and to provide a safe and comfortable place to further explore their specific interests, all while maintaining a sense of autonomy, privacy and dignity.

Many efforts toward improving the lives of our residents continue to be embedded in the everyday practices and routines for staff, volunteers and other stakeholders, as a direct result of these annual satisfaction surveys.

The results of this survey have been reviewed by the Leadership and Quality Team; the Quality Improvement and Risk Management Board Committee; and the various committees for each of the required programs, just to name a few. This is done in order to address any area that did not score well overall or scored significantly less than previous years, in addition to simply looking to improve even further in areas that scored well.

As a result, we will use the feedback from this survey in order to determine where our 2018 improvement efforts should be focused. For example, we will incorporate, where possible, specific items from this survey into our annual Quality Improvement Plan (QIP).

While not every suggestion for improvement from these surveys can be implemented or worked into our QIP, there may still be opportunities to work with our residents, families and other stakeholders in order to action certain items throughout the year. Using last year’s survey results as an example, we heard loud and clear that the expansion of our parking lot was a priority for most families, and we were able to address this concern with the introduction of ten additional parking spaces.

St. Patrick’s Home of Ottawa practices Continuous Quality Improvement and we welcome any suggestions you may have toward improving the lives of the residents we serve.