



ST. JOSEPH'S CARE GROUP

Client Satisfaction Survey 2025



CAHR

Centre for
Applied Health
Research

Table of Contents

Executive Summary	3
Introduction & Overview	4
The Survey	4
Survey Distribution.....	5
Response Rate	7
Demographic Information	8
Length of Stay.....	8
Client's Age Group.....	9
Client's Gender	10
Client's Sexual Orientation.....	11
Respondent Type	12
Cultural Background	13
Language.....	13
Satisfaction Results.....	15
Courtesy & Respect.....	15
Listening.....	16
Involvement	17
Understanding Explanations	18
Cultural Support.....	19
Discrimination	20
Indigenous Services.....	20
Quality of Care.....	22
Cleanliness	23
Food	24
Wholistic Care.....	25
Raising Concerns	26
Other Supports	27
Recommending to Others	28
Compassion Results (SCQ-SF).....	29
Year-over-Year Comparison.....	30
Corporate Total.....	30
LTC & Supportive Housing.....	31
Addictions & Mental Health	32
Clinical & CNE	33
Indigenous Experience.....	34
Comments.....	35
LTC & Supportive Housing.....	35
Addictions & Mental Health	36
Clinical & CNE	37
Appendix A: Cover Letters & Survey	38
Appendix B: Survey Numbers & Response Rates	41
Appendix C: Demographic Details.....	44
Appendix D: Satisfaction Responses.....	47
Appendix E: SCQ-SF Responses.....	52
Appendix F: Scores 2021-2025	55

Executive Summary

The annual St. Joseph's Care Group client satisfaction survey was distributed to clients accessing services between September 8 and November 3, 2025. Clients, residents, and family members/ substitute decision makers were encouraged to respond. The survey comprised eight questions to gather basic demographic information followed by 14 satisfaction questions, and five questions about compassionate care. In total, 2695 surveys were distributed and 1677 returned (62.2%).



Introduction & Overview

St. Joseph's Care Group (SJCG) provides programs and services across the city of Thunder Bay and includes a rehabilitative care hospital, two long-term care homes, seniors' supportive living, mental health supportive housing, live-in and day treatment for addictions, withdrawal management, and virtual care. SJCG's broad service areas are Clinical & Community Care (comprising Long Term Care [LTC] & Supportive Housing as well as Addictions & Mental Health) and Clinical & Chief Nursing Executive (CNE). To measure client satisfaction across SJCG, a corporate-wide client satisfaction survey was developed in 2009 by the Client Satisfaction Survey Committee. The high-level snapshot captured by the survey permits comparison of satisfaction over time and across the broad range of services provided by SJCG. It also sets the stage for more in-depth measures of client and resident experience at the program level.

The Survey

The 2025 corporate survey comprised 27 items. The first eight items captured basic demographic information: length of time receiving services, age group, gender, sexual orientation, whether the respondent was a client or a family member/substitute decision maker, cultural background, and two questions regarding language.

Fourteen items asked for respondents' opinions regarding the services they received. These questions were answered on a scale ranging from one to four, with higher scores indicative of greater satisfaction. Respondents were given the option of "not applicable" for questions about food, cleanliness of the facility, N'doo'owe Binesi programming, and whether staff helped them access services outside of the program.

New this year, the Sinclair Compassion Questionnaire Short Form (SCQ-SF) was incorporated into the survey. These five questions were answered on a scale ranging from one to five, with higher scores indicative of greater perceived compassion. Scores on these questions are averaged to create an overall mean.

The image shows a screenshot of the 'Client Satisfaction Survey' form. It includes the following questions and options:

- 1** How long have you or your family member been receiving services from St. Joseph's Care Group?
 - Less than a month
 - 1 – 6 months
 - 7 – 11 months
 - 1 – 5 years
 - More than 5 years
- 2** Client's age group, in years:
 - Under 15
 - 15 – 24
 - 25 – 34
 - 35 – 44
 - 45 – 54
 - 55 – 64
 - 65 – 74
 - 75 – 84
 - 85 and over
- 3** Client's gender:
 - Female
 - Male
 - Gender queer/nonconforming
 - Intersex
 - Trans man
 - Trans woman
 - Two-Spirit
 - Other:
- 4** Client's sexual orientation:
 - Bisexual
 - Gay
 - Heterosexual
 - Lesbian
 - Queer, pansexual and/or questioning
 - Two-Spirit
 - Other:
- 5** Are you a (please select one):
 - Client
 - Family Member/Substitute Decision Maker
- 6** Do you consider yourself (or your family member) to be (select all that apply):
 - Black (e.g., N. American, African, Caribbean)
 - East Asian (e.g., Chinese, Korean)
 - First Nation (e.g., Anishinaabe)
 - Inuk (Inuit)
 - Métis
 - Latin/Hispanic (e.g., Arab, Persian, West Asian)
 - Middle Eastern (e.g., Indian, Pakistani)
 - South Asian (e.g., Indian, Pakistani)
 - Southeast Asian (e.g., Filipino, Vietnamese)
 - White (e.g., Canadian, North American)
 - Other:
- 7** In what language are you most comfortable receiving healthcare services (please select one):
 - American Sign Language (ASL)
 - English
 - Finnish
 - French
 - Indigenous (e.g., Anishinaabemowin)
 - Italian
 - Other:
- 8** Did you have access to someone who could explain what you needed to know about your (or your family member's) care in a language in which you are comfortable (please select one):
 - Yes, a healthcare provider spoke directly to me in a language in which I am comfortable
 - No
 - Yes, a person close to me (e.g., a family member, friend) translated health care information in a language in which I am comfortable
 - Yes, an interpreter (in person or over the phone) translated health care information to me in a language in which I am comfortable
 - I do not know
- 9** If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi), how would you rate the quality of the support received? (If you have comments about the support you received from Indigenous Health Services (N'doo'owe Binesi), please use the comment section in question #19 at the end of this survey.)
 - Poor
 - Fair
 - Good
 - Excellent
 - Not applicable – Did not receive support from Indigenous Health Services (N'doo'owe Binesi)
- 10** How would you rate the overall quality of the care you (or your family member) have received?
 - Poor
 - Fair
 - Good
 - Excellent

Finally, an open-ended comments section was included at the end of the survey.

In addition to the incorporation of the SCQ-SF, revisions to the 2025 survey include re-wording of the question related to *wholistic* care and access to other supports, and expanded cultural background options.

Please see Appendix A for a copy of the survey.

The survey was made available in English, French, Italian, and Finnish.

Survey Distribution

In July 2025, the Centre for Applied Health Research (CAHR) contacted managers to determine their programs' requirements for the survey period. Where possible, managers were provided with distribution rates from previous years to assist with these estimates.

Managers received paper-based survey kits two weeks prior to the beginning of the survey period. These kits included the following for each program area:

- English survey packages (comprising a cover letter, survey, return envelope, and prize ballot)
- Collection envelopes
- A distribution tracking form

Respondents were offered the option of completing the survey electronically. The web address was provided in the cover letter that accompanied the survey. The online survey was available in English, French, Italian, and Finnish.



Each program determined the most appropriate manner to distribute the survey to clients. For example, some surveys were hand-delivered to inpatients, while others were distributed during client appointments at SJCG facilities or in the community. Some programs mailed surveys to clients (stamped, addressed envelopes were provided upon request so that completed surveys could be mailed back to the CAHR at no cost to the respondent). Upon completing their survey, respondents were asked to seal it in the envelope provided, which was then returned to the CAHR.

Within LTC, the process differed slightly from the rest of the organization. Only cognitively intact residents (with a score of 0 or 1 on the Cognitive Performance Scale of the interRAI assessment tool)

were approached to complete the survey. For cases where LTC residents were unable to complete the survey, substitute decision makers (power of attorney of care) were provided a survey in order to align with Ontario's Long-Term Care Act.

For the total number of surveys distributed by each program, please see Appendix B.

All program areas were provided with posters and tent cards to assist with the promotion of the survey. Prior to the survey being distributed, information about the survey was provided in *iNsider News* to inform staff about the survey process. To further bolster response rates, respondents were also eligible to win one of five \$100 cash cards. All ballots were directed to Client Relations for random drawing of the prizes.

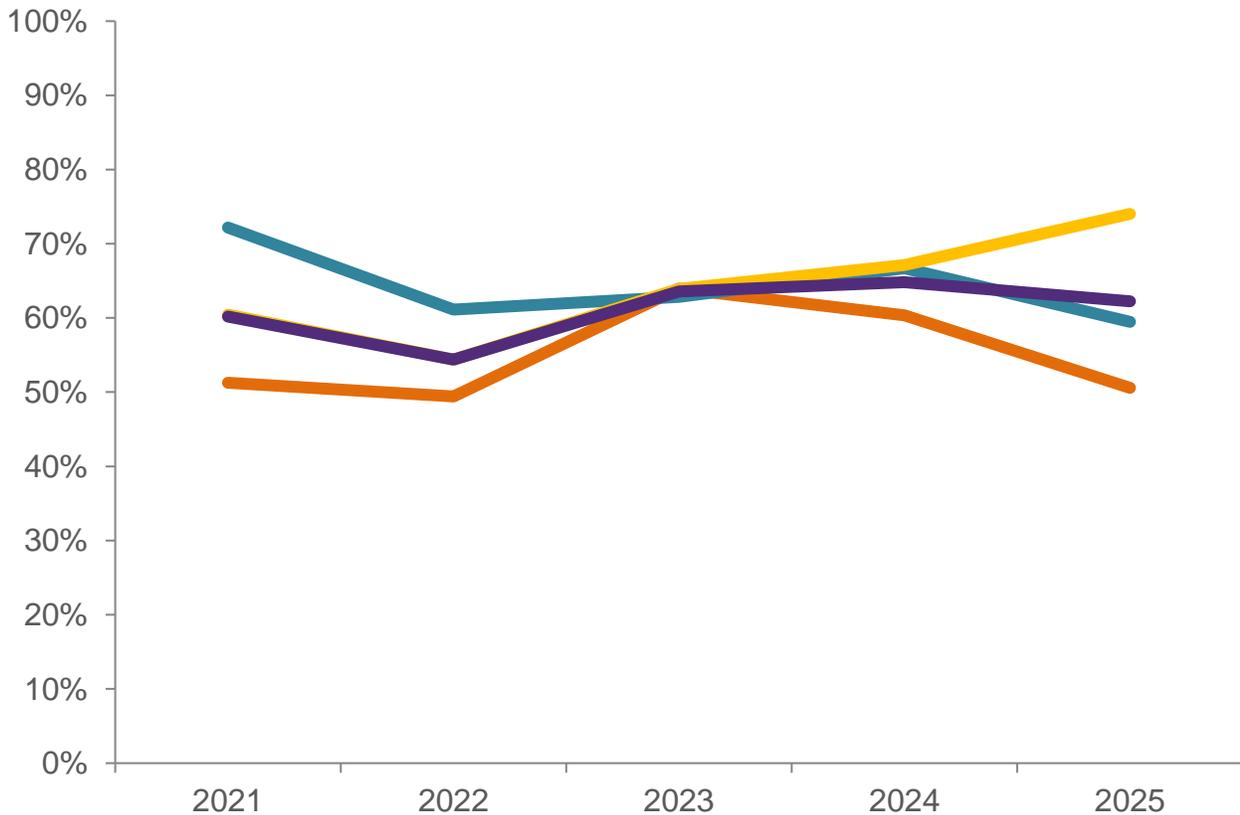
Response Rate

In total, 1677 surveys were completed, representing a corporate response rate of 62.2%. One survey was completed in Finnish, and none in French or Italian. Fifty-four surveys were completed online. The table below provides information on the number of completed surveys returned by each division (see Appendix B for the number of surveys returned from each program).

Number of Surveys Returned:

	Number	%
Clinical & Community LTC and Supportive Housing	477	50.6%
Clinical & Community Addictions & Mental Health	452	59.5%
Clinical & CNE	778	74.0%
TOTAL	1677	62.2%

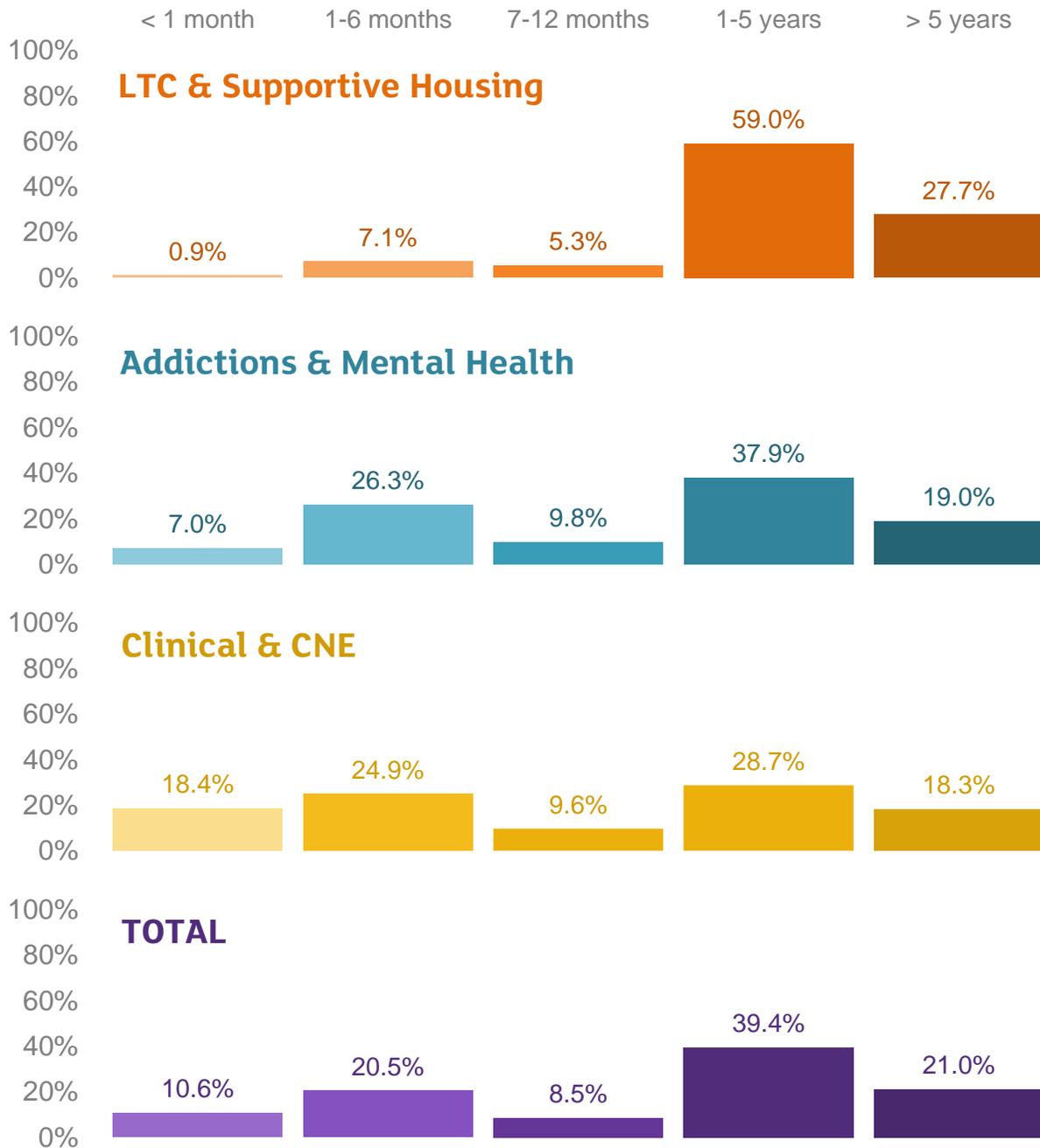
The graph below illustrates trends in response rates overall and by division over the past five years.



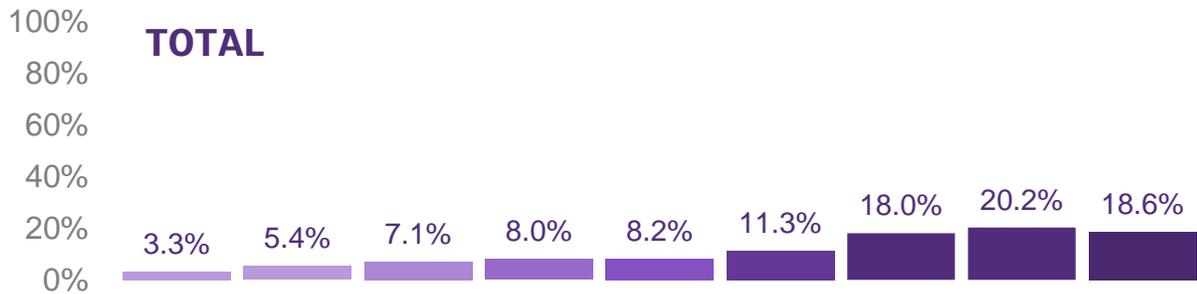
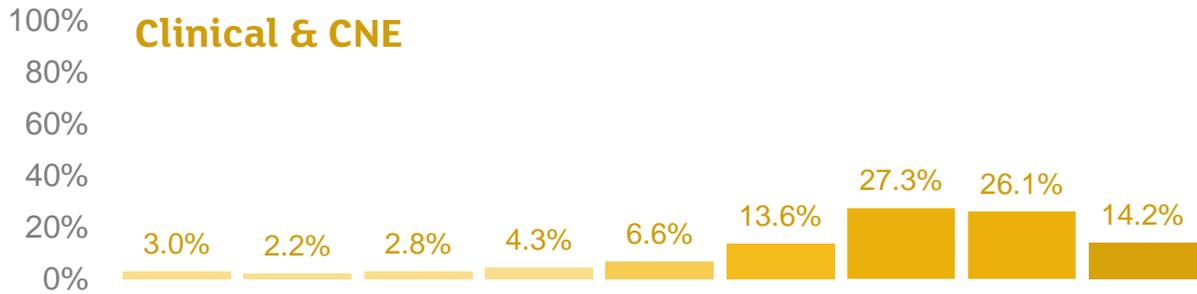
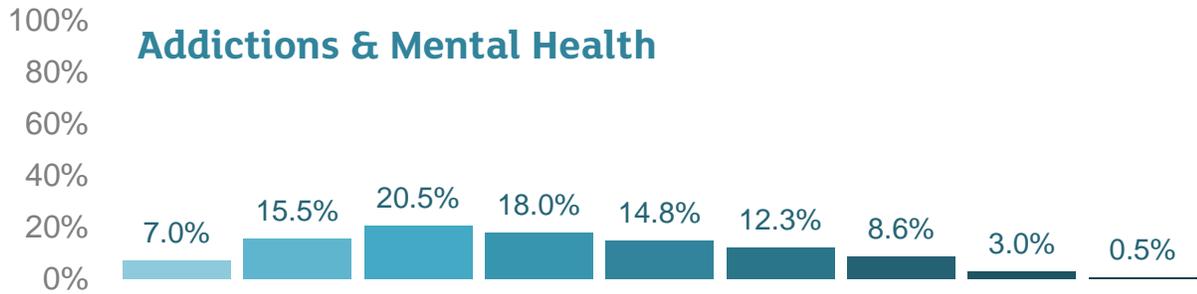
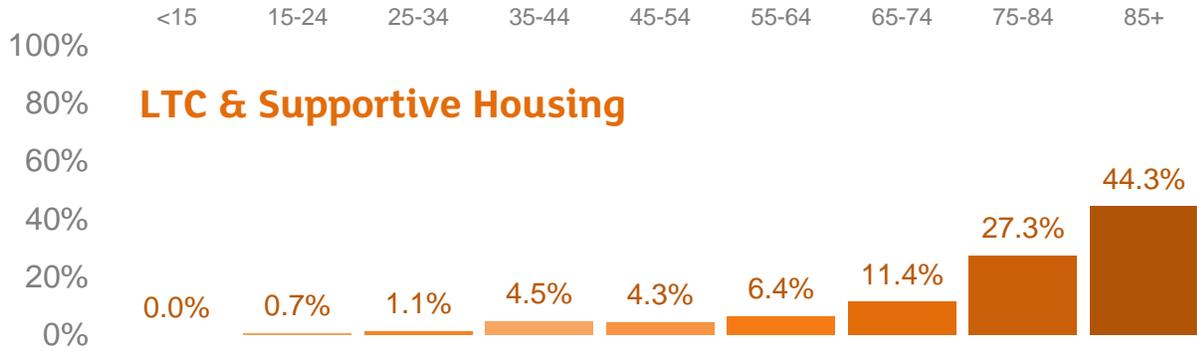
Demographic Information

Respondents were asked to provide some basic demographic information. Numbers are based on complete responses. See Appendix C for further details.

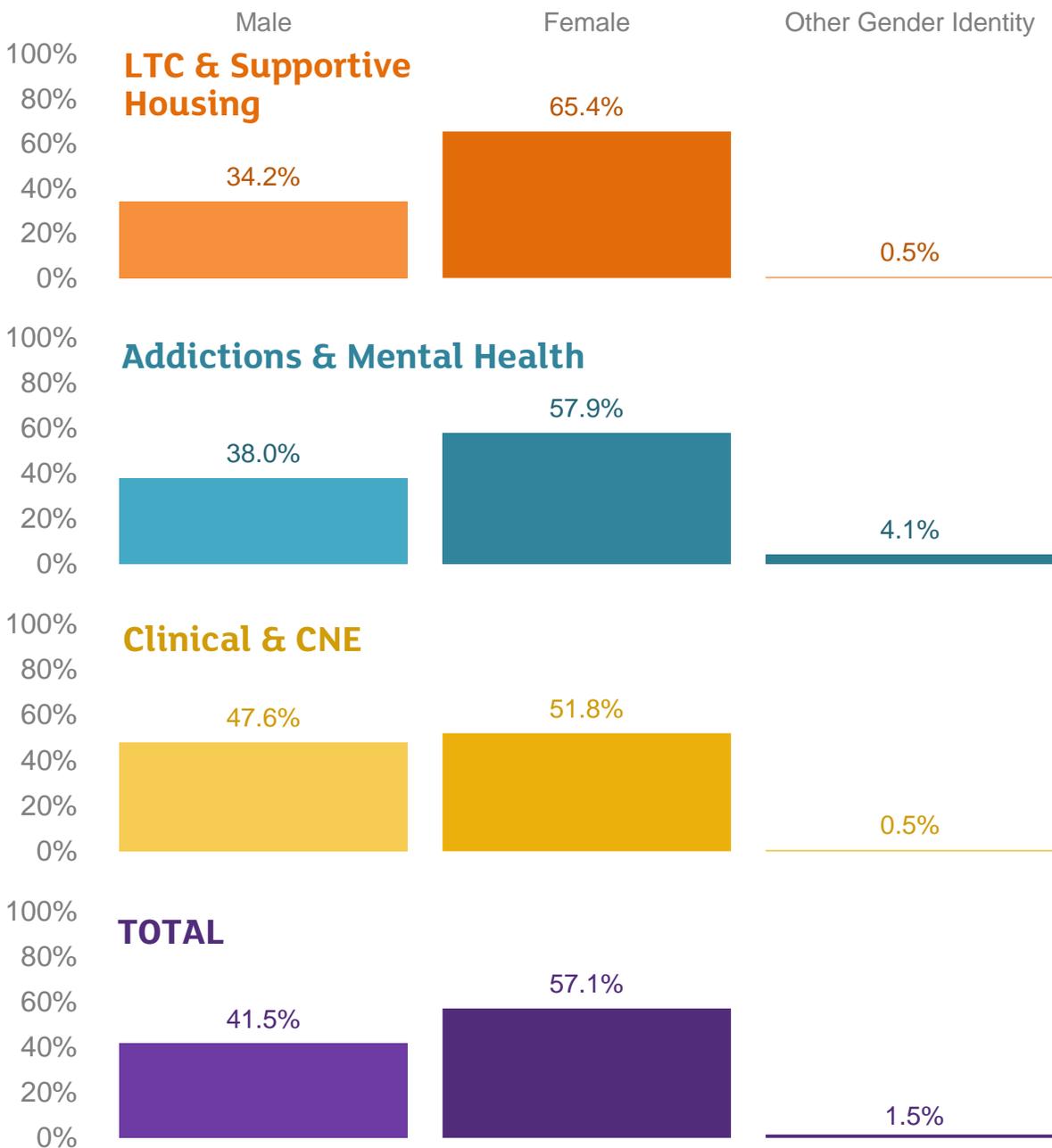
Length of Stay



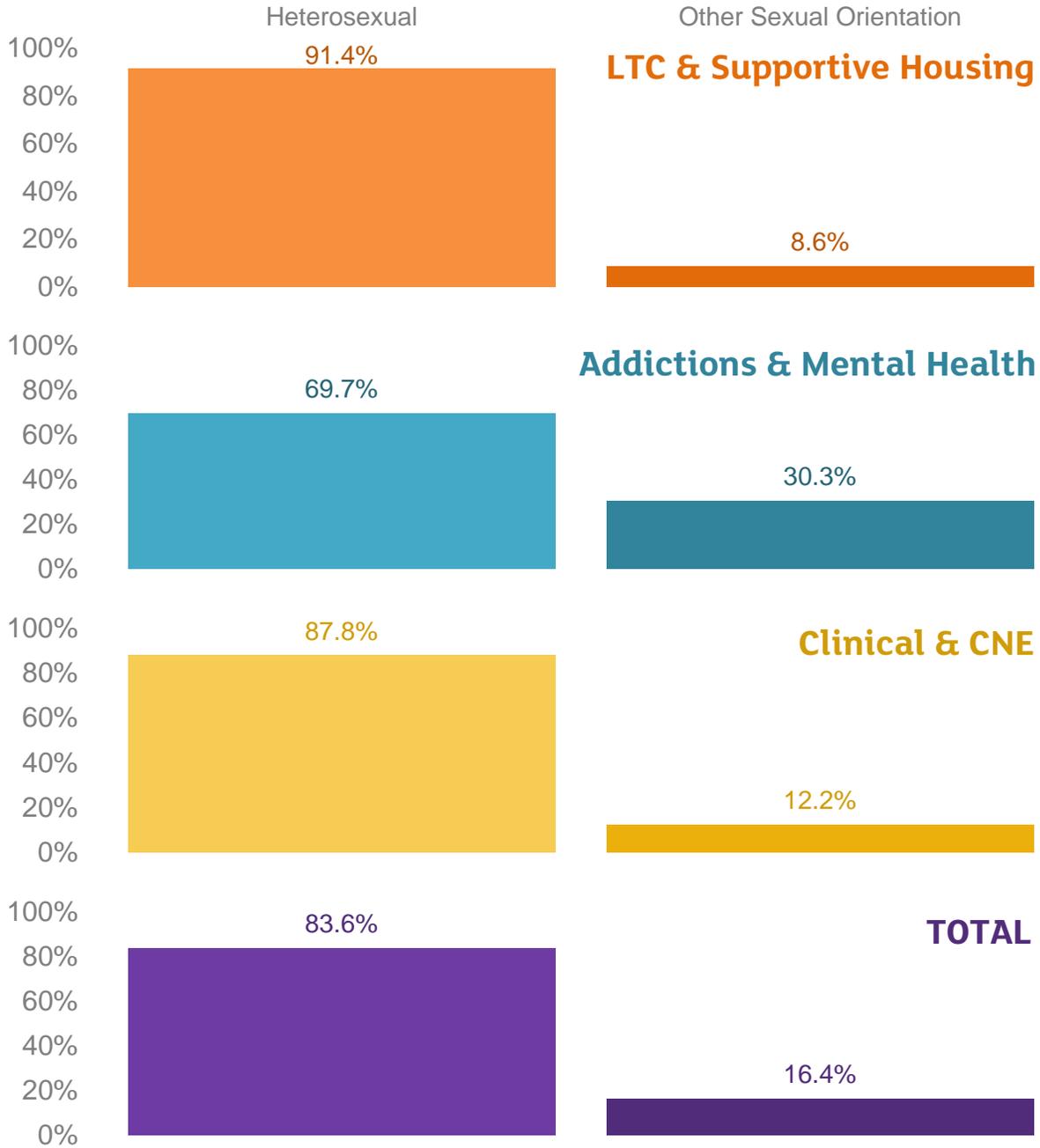
Client's Age Group



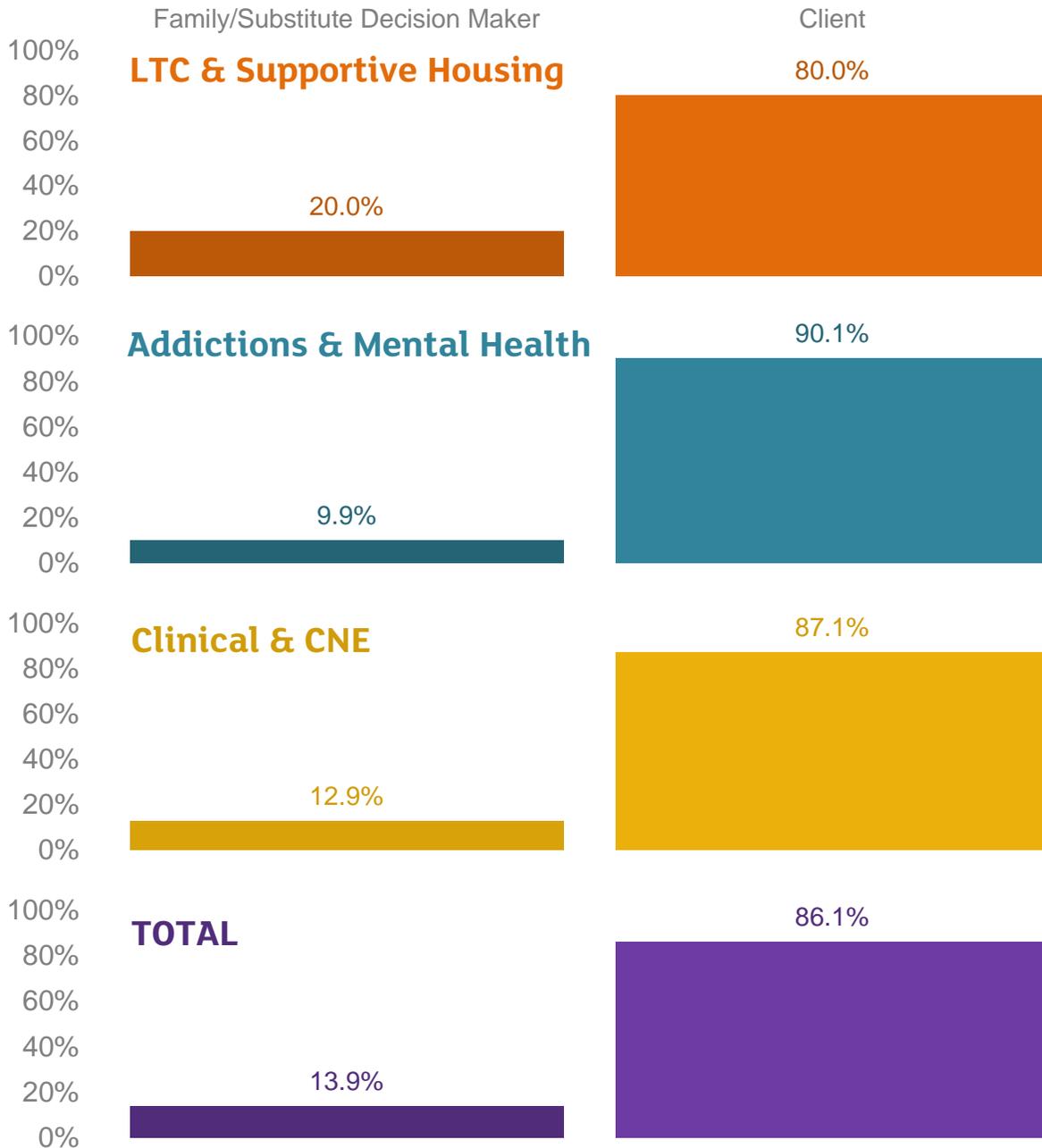
Client's Gender



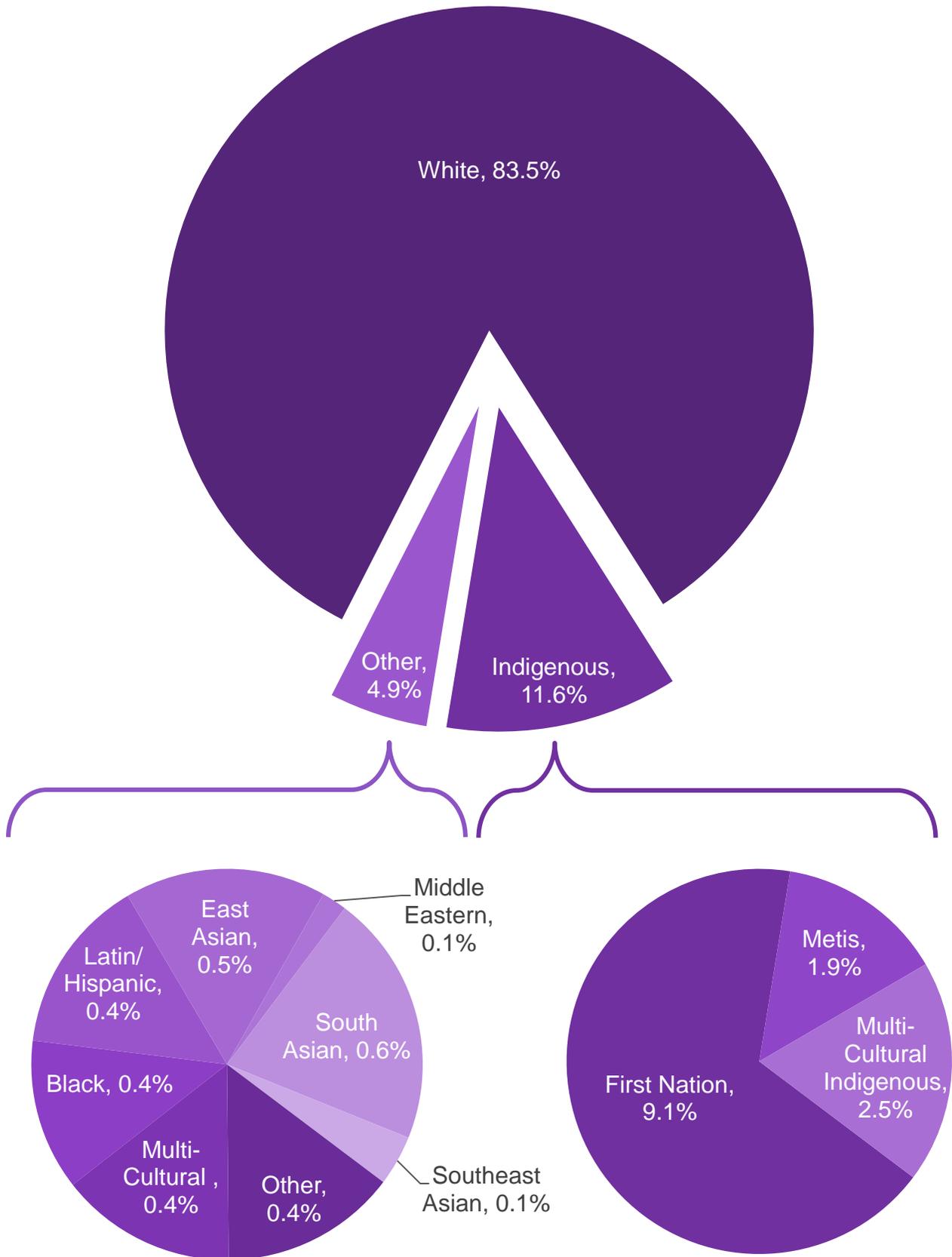
Client's Sexual Orientation



Respondent Type



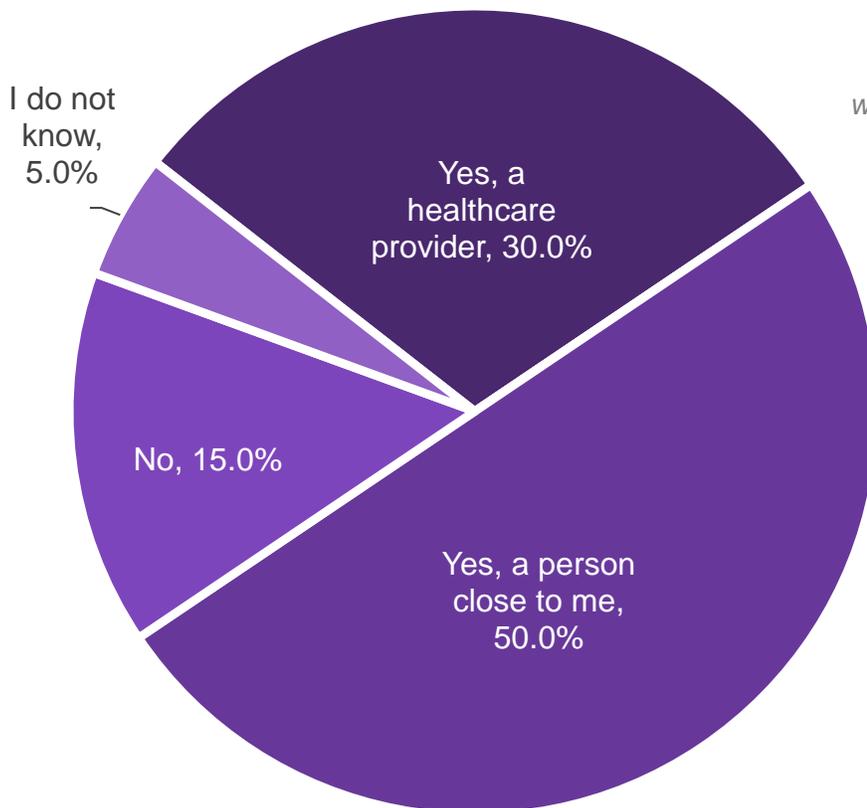
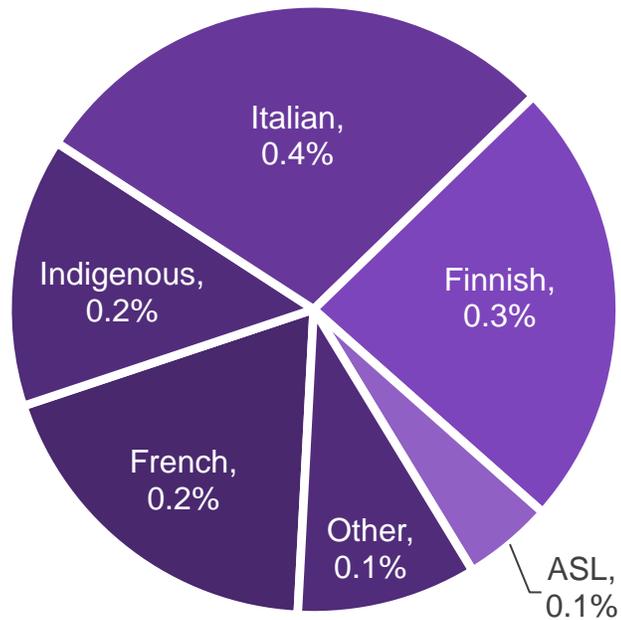
Cultural Background



Language

Q. In what language are you most comfortable receiving healthcare services?

A total of 21 (1.2%) respondents indicated a language other than English:



For non-English speakers:
Q. Did you have access to someone who could explain what you needed to know about your (or your family member's) care in a language in which you are comfortable?

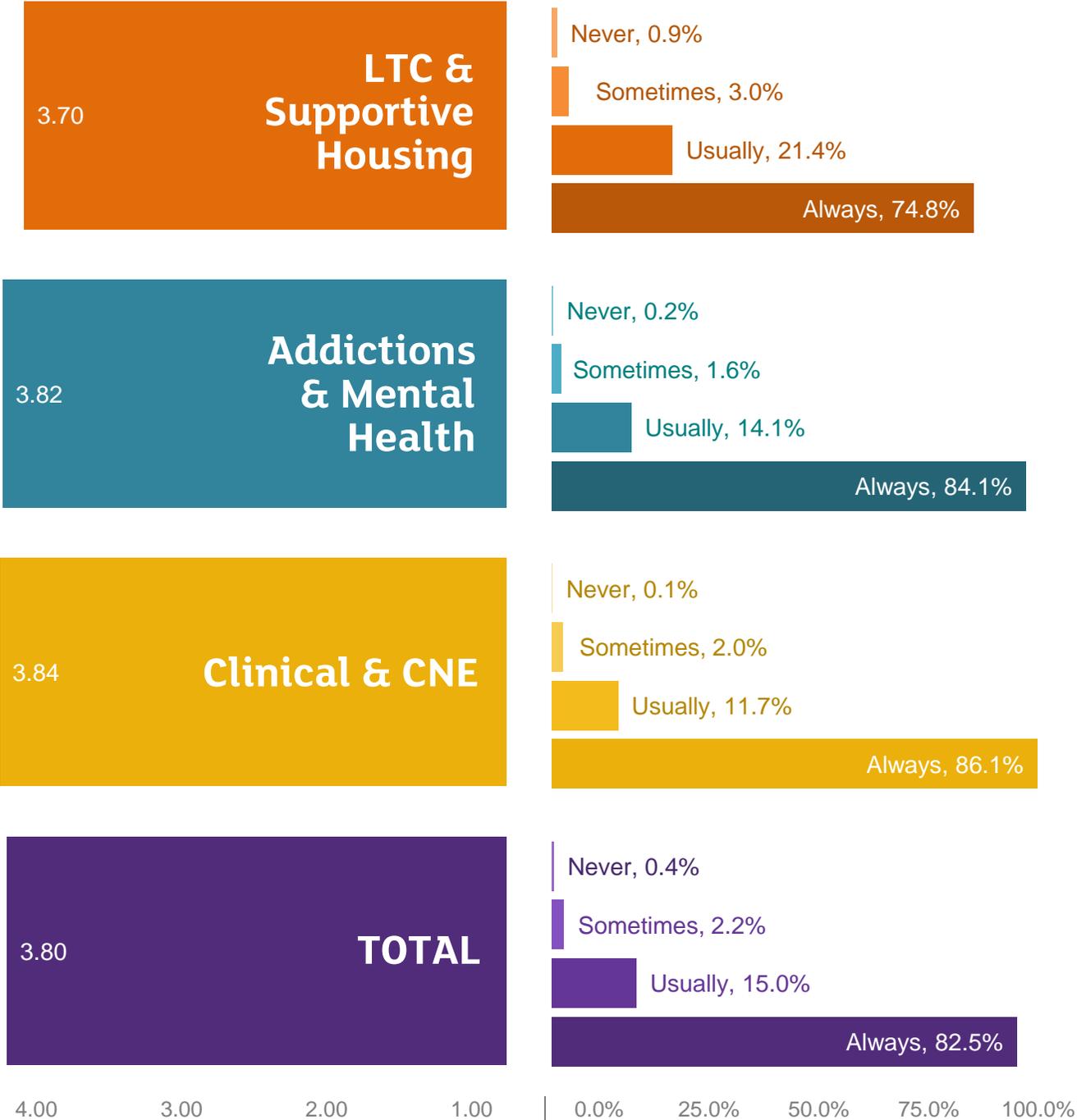
Satisfaction Results

See Appendix D for further details.



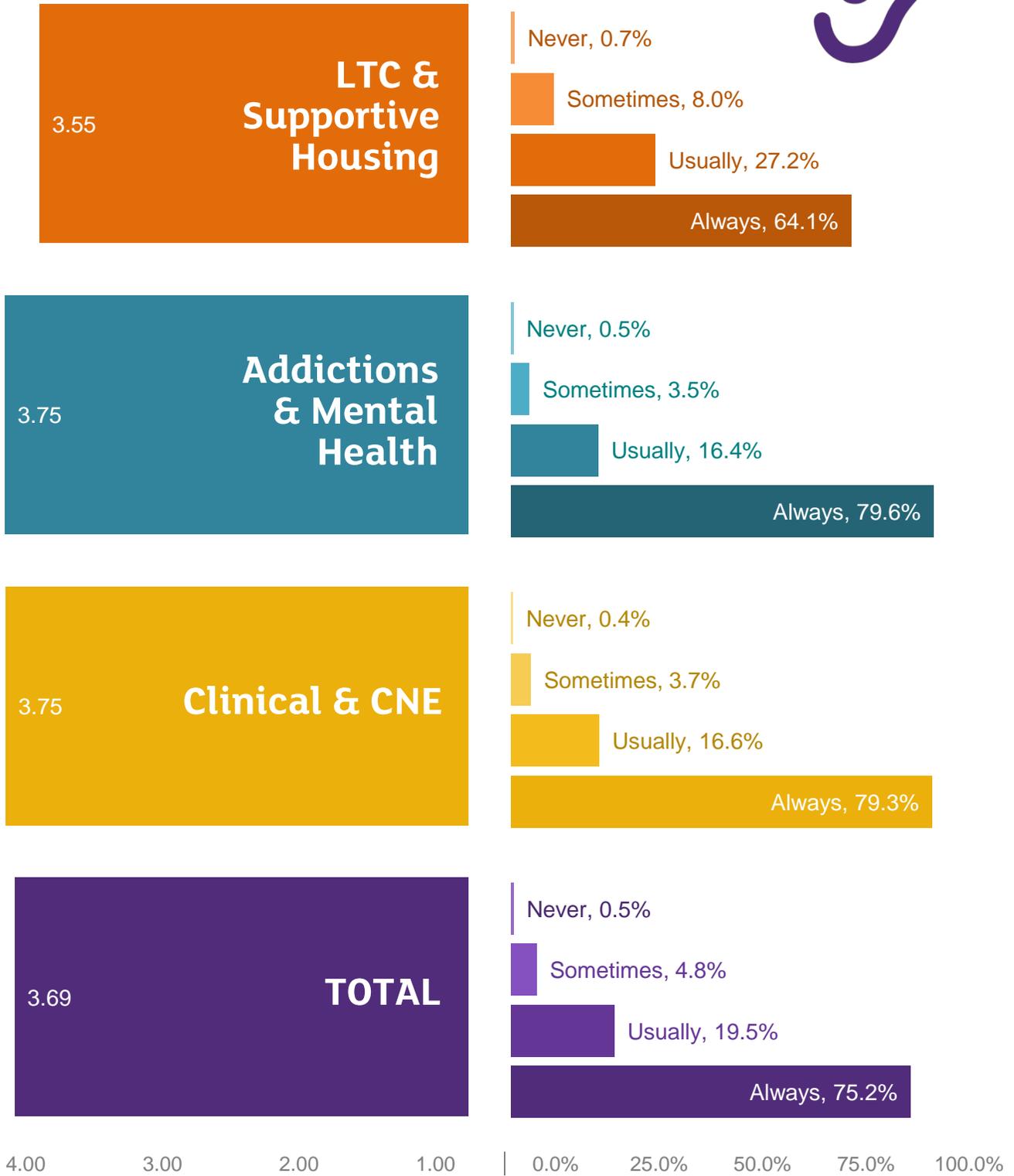
Courtesy & Respect

How often did staff treat you with courtesy and respect?



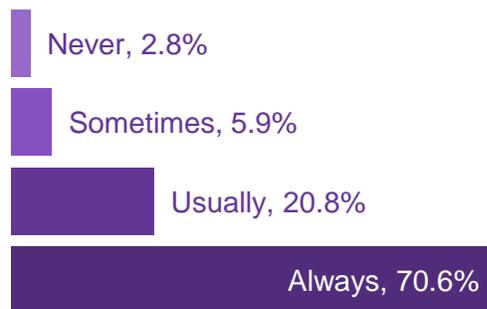
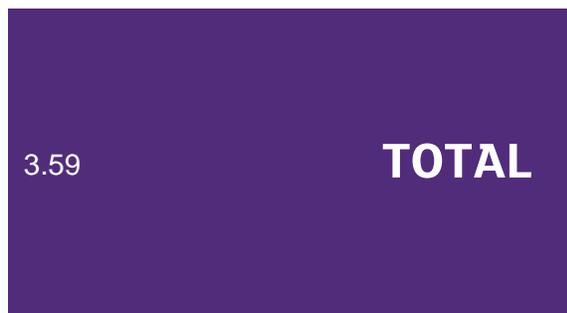
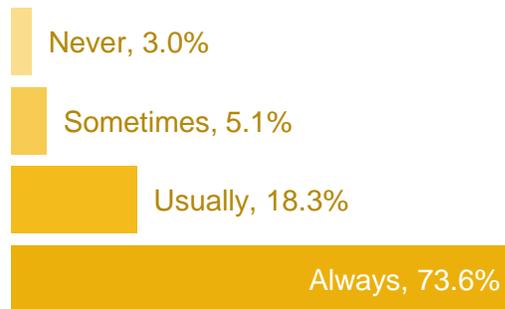
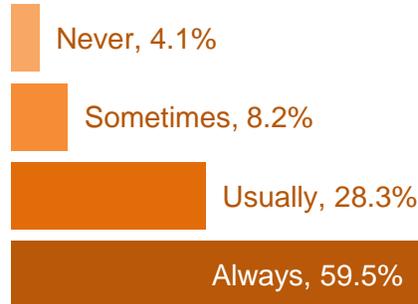
Listening

How often did staff listen carefully to you?



Involvement

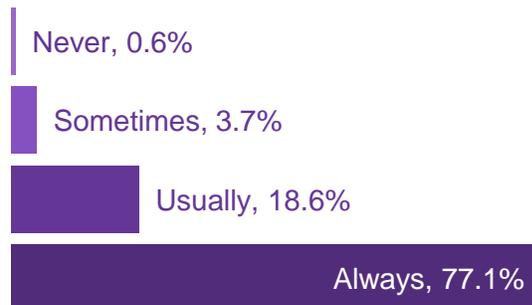
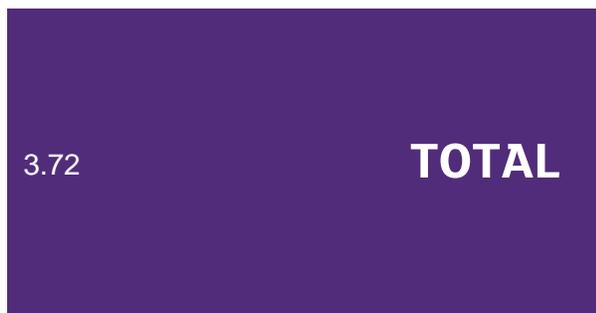
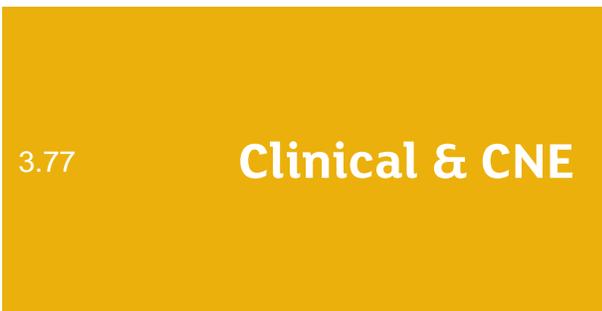
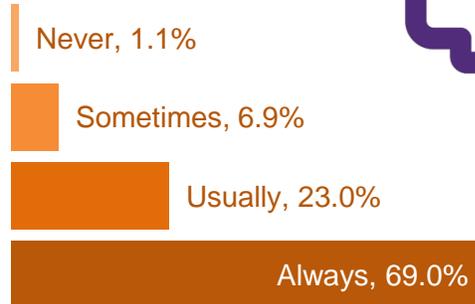
How often did staff involve you in planning your (or your family member's) care?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Understanding Explanations

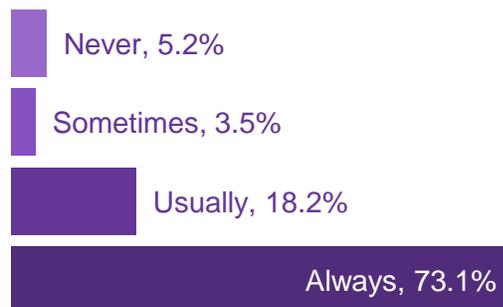
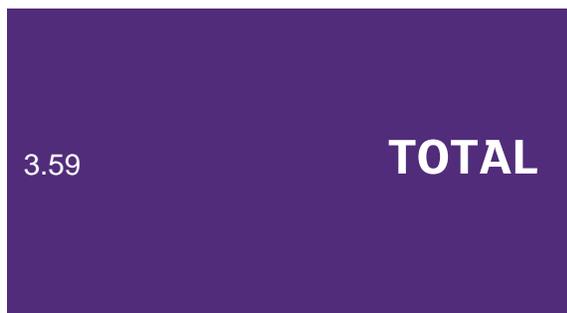
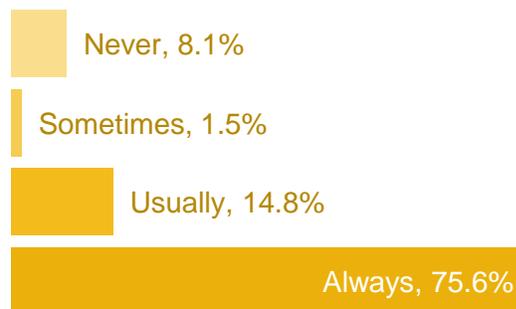
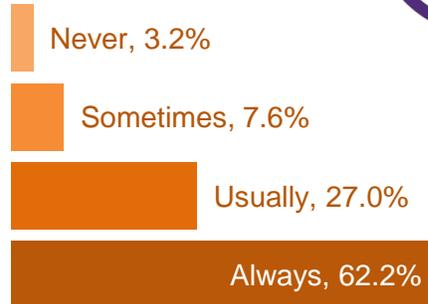
How often did staff explain things in a way you could understand?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Cultural Support

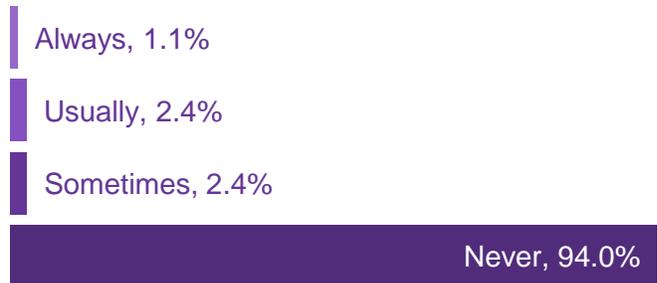
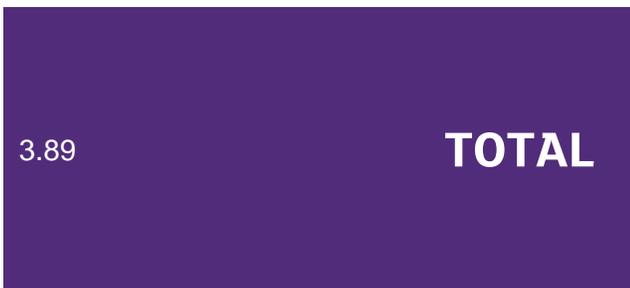
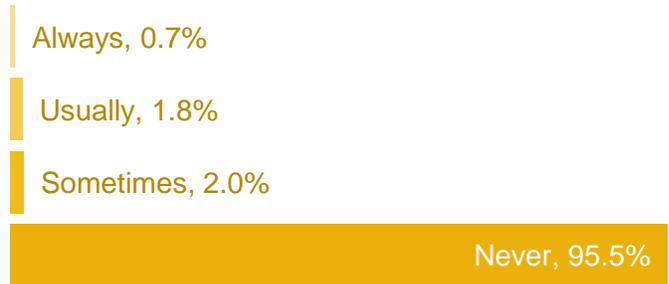
How often did staff provide an environment that is supportive of your cultural background?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Discrimination

How often did you experience unfair treatment due to racism and/or discrimination by staff? (Reverse coded; higher=better)*

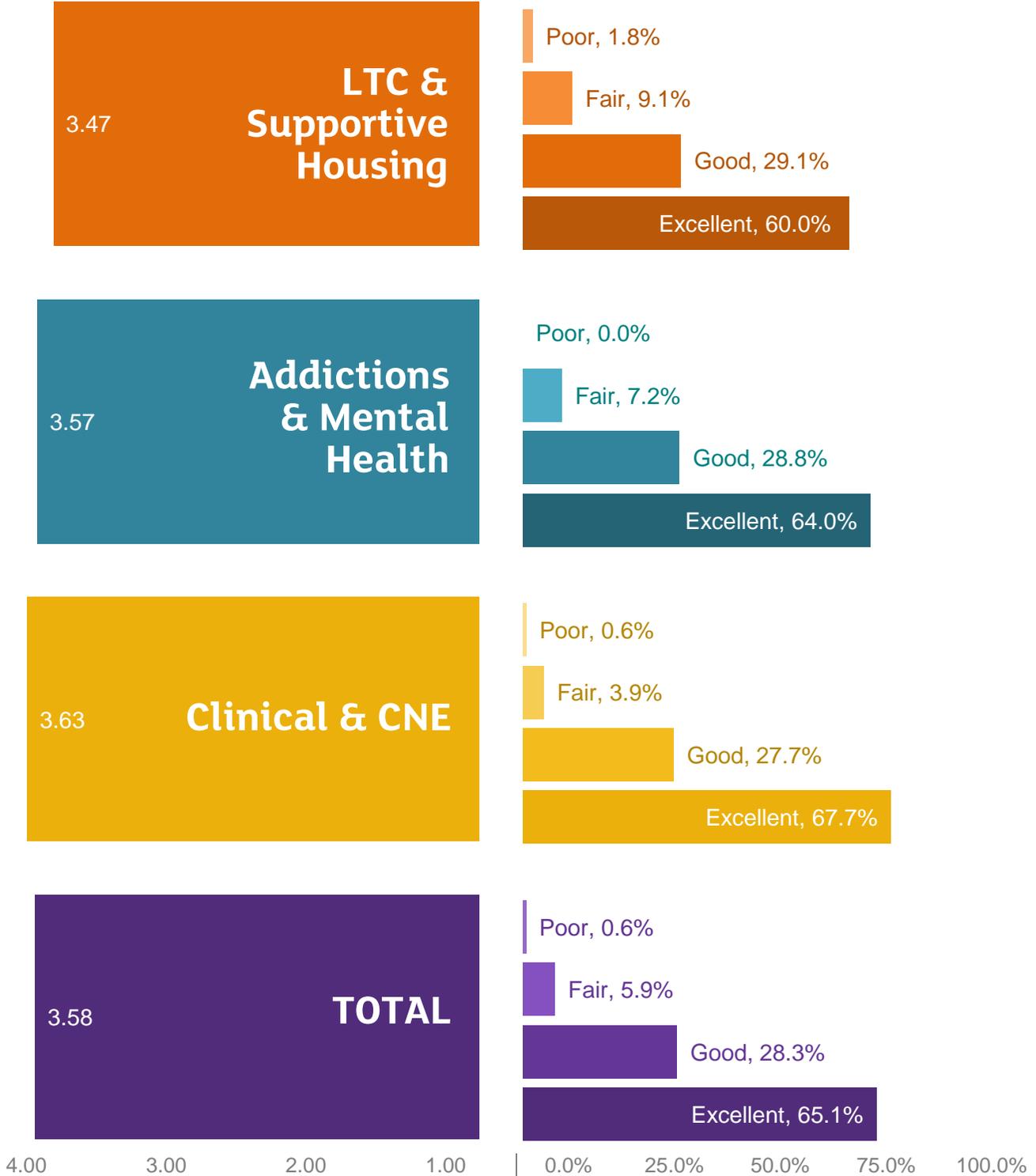


4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

* Note: Straight-lining (when respondents select the same answer repeatedly across multiple questions) is a known survey response issue that can reduce data quality. An internal consistency check showed evidence of straight-lining for this item. On this basis, straight-lined “always” responses were recoded to align with internally consistent response patterns and reduce measurement error.

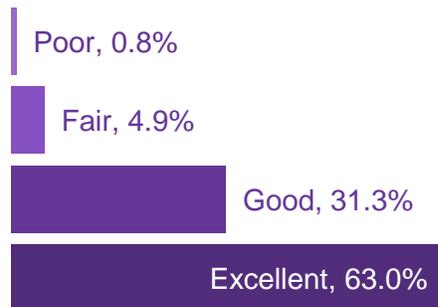
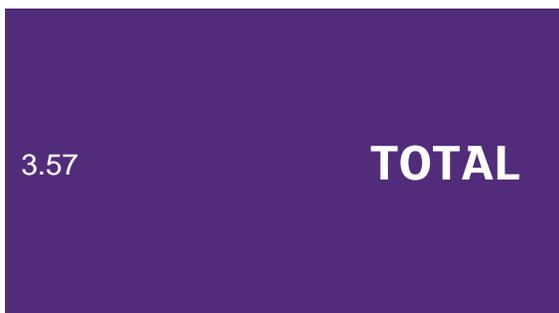
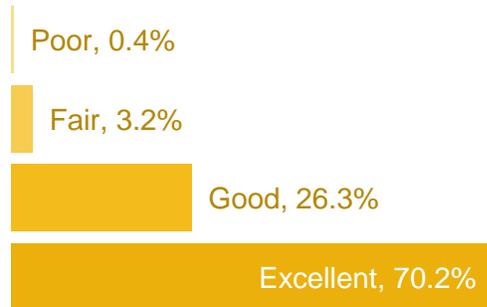
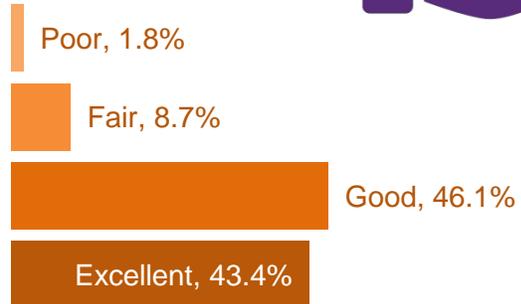
Indigenous Services

If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi) how would you rate the quality of the support received?



Quality of Care

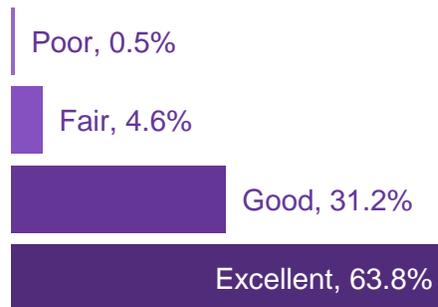
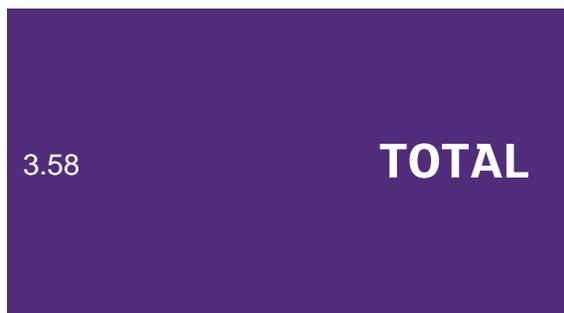
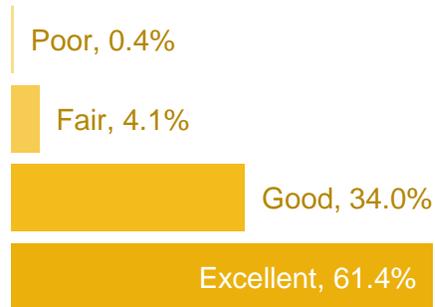
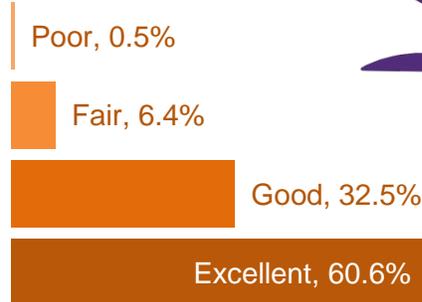
How would you rate the overall quality of the care you (or your family member) have received?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Cleanliness

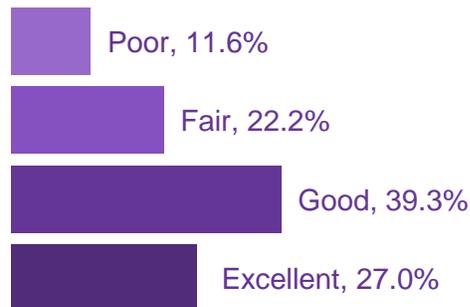
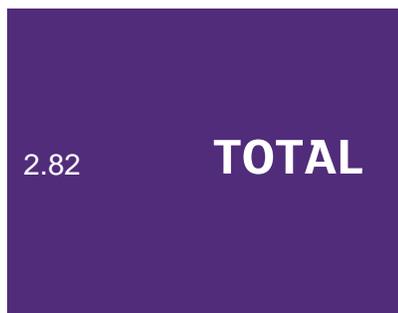
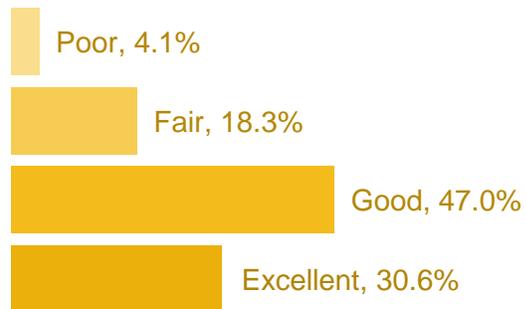
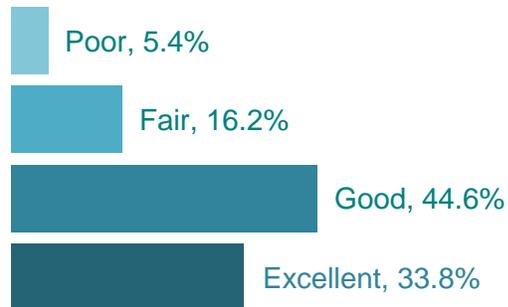
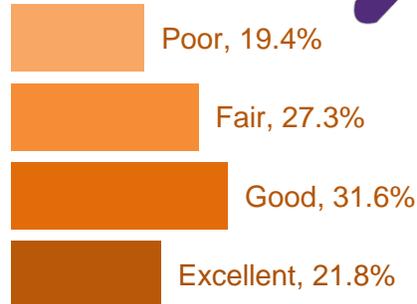
How would you rate the cleanliness of the building?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Food

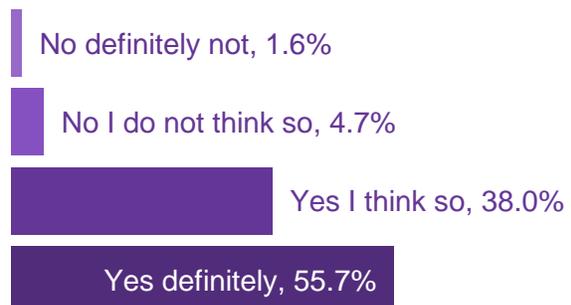
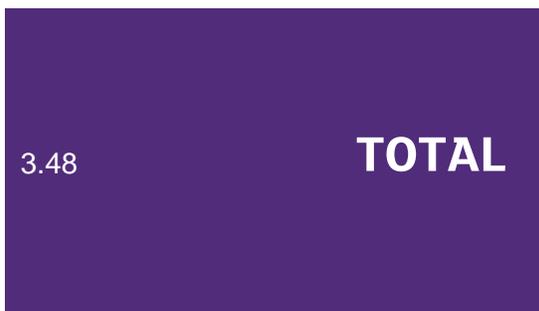
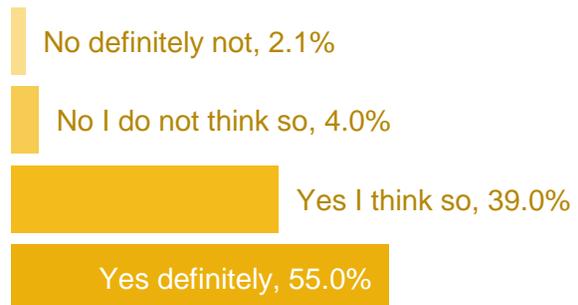
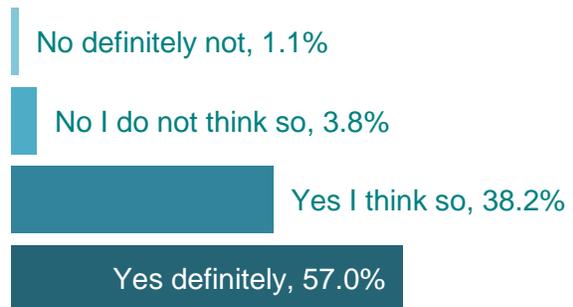
How would you rate the overall quality of the food?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

Wholistic Care

NEW WORDING: Wholistic care means supporting the balance of physical, emotional, mental, and spiritual well-being. Did your care reflect this approach? This may include feeling safe, feeling seen for who you are, having access to traditional healing or ceremony, and support for your cultural identity, family, or community connections.

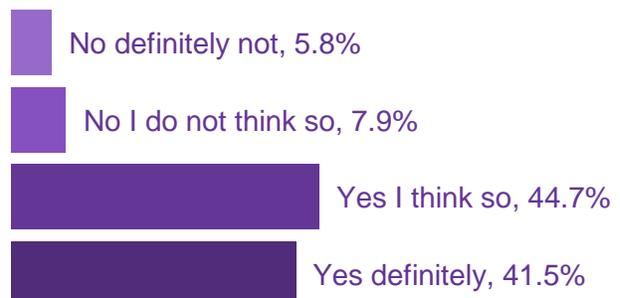
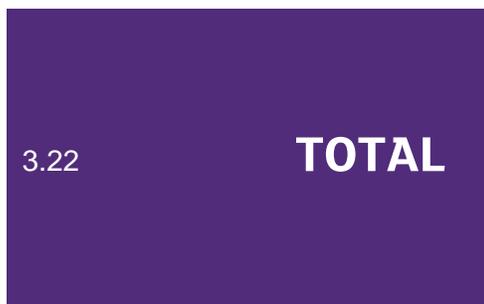
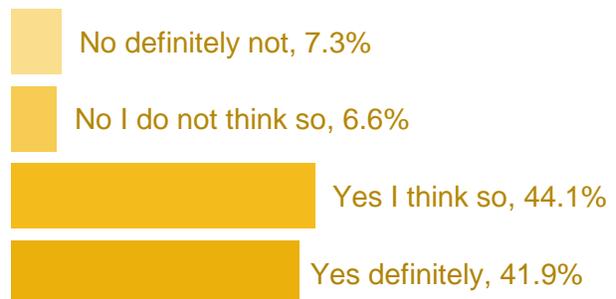
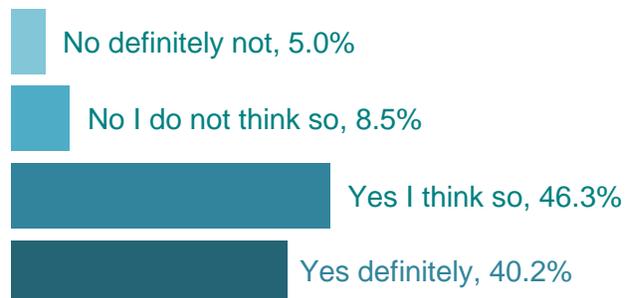
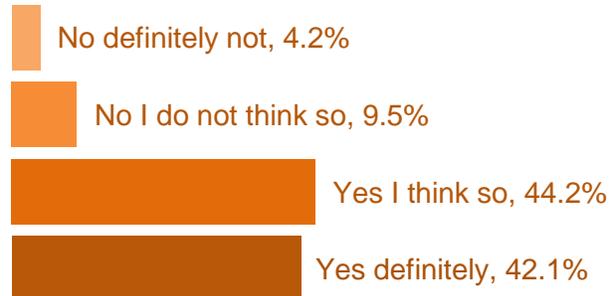


4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%



Raising Concerns

Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care?

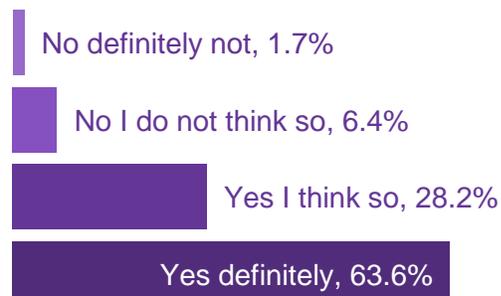
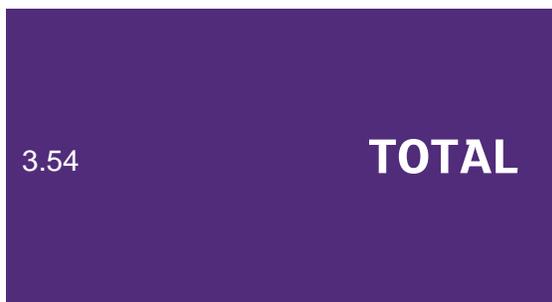
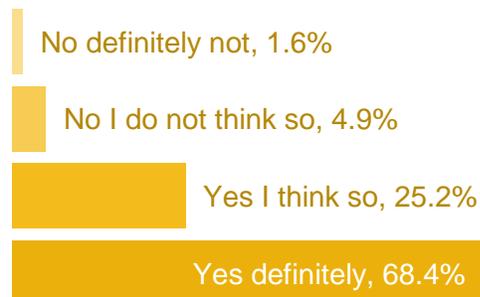
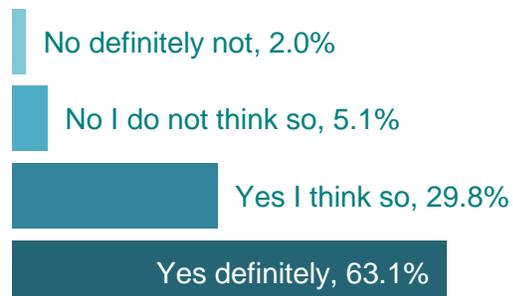


4.00 3.00 2.00 1.00

0.0% 25.0% 50.0% 75.0% 100.0%

Other Supports

NEW WORDING: Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community?

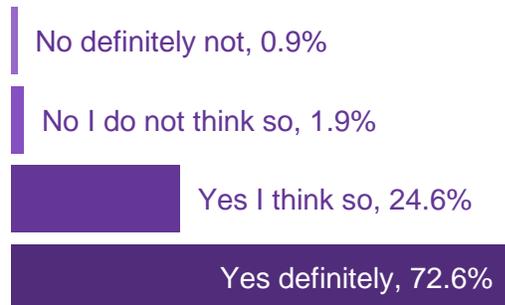
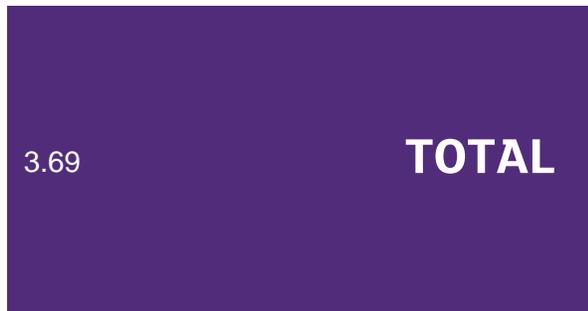


4.00 3.00 2.00 1.00

0.0% 25.0% 50.0% 75.0% 100.0%

Recommending to Others

Would you recommend the program to others?

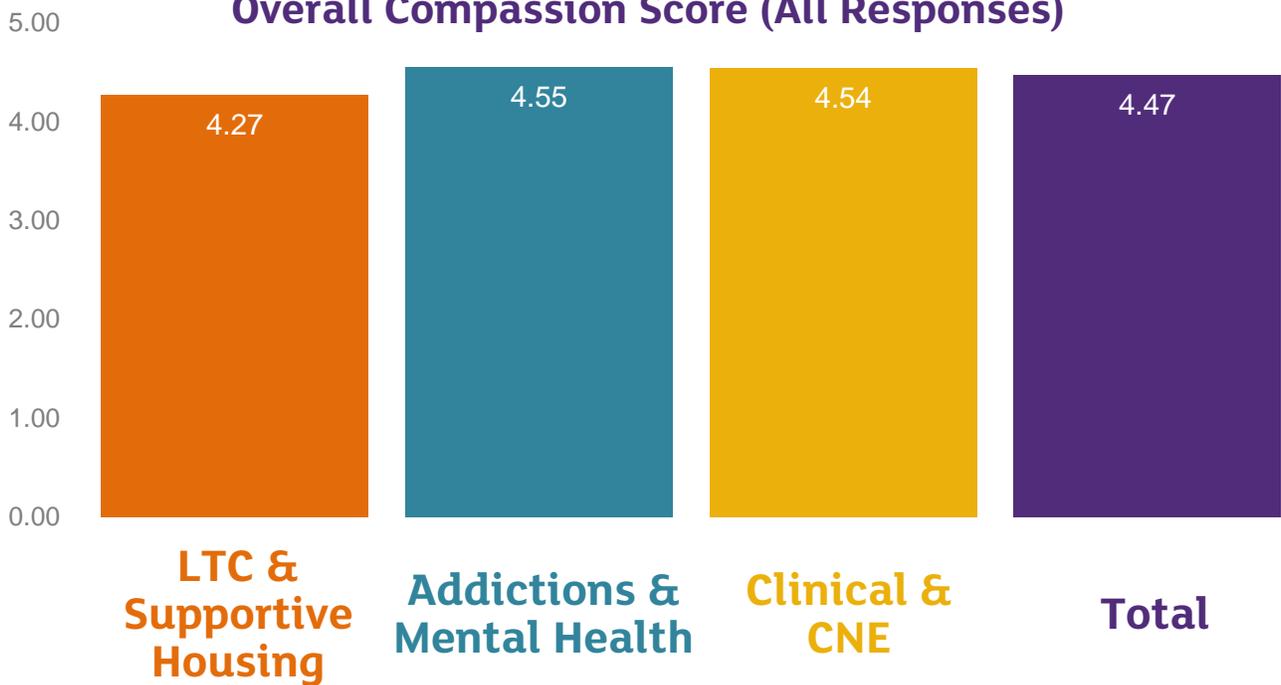


Compassion Results (SCQ-SF)

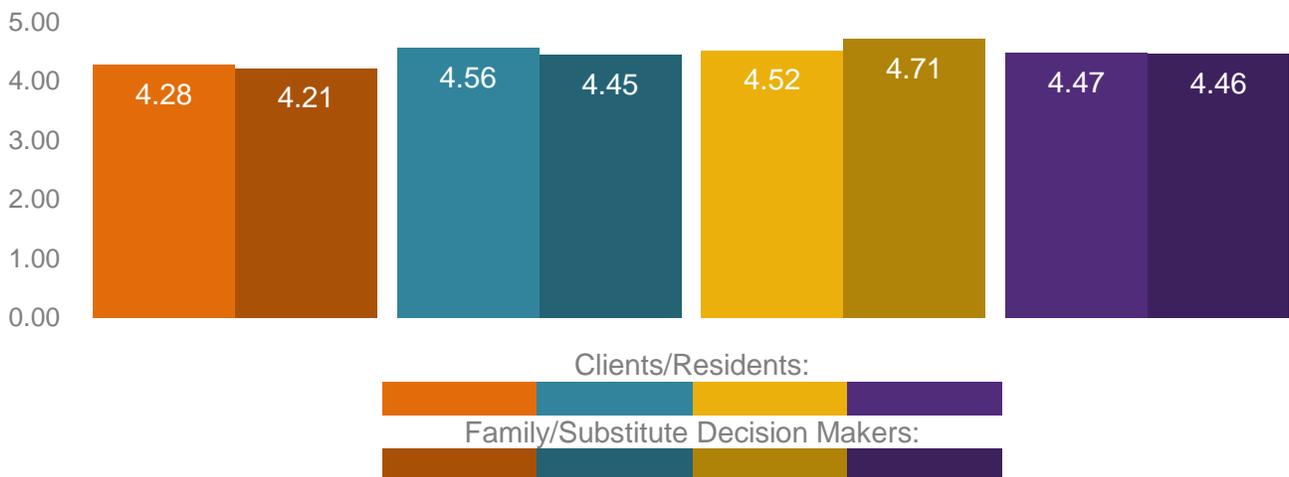


The Sinclair Compassion Questionnaire[®] Short Form (SCQ-SF) includes five questions about experiences with compassionate care. More specifically, questions measure agreement that healthcare providers are attentive, supportive, gentle, person-centered, and warm. The results from these five questions are averaged to yield an overall compassion score out of five, with higher scores reflecting greater perceived compassionate care. In cases where the client or resident cannot complete the survey, scores the SCQ-SF are calculated separately for family and substitute decision makers (darker colours, below). See Appendix E for further details.

Overall Compassion Score (All Responses)



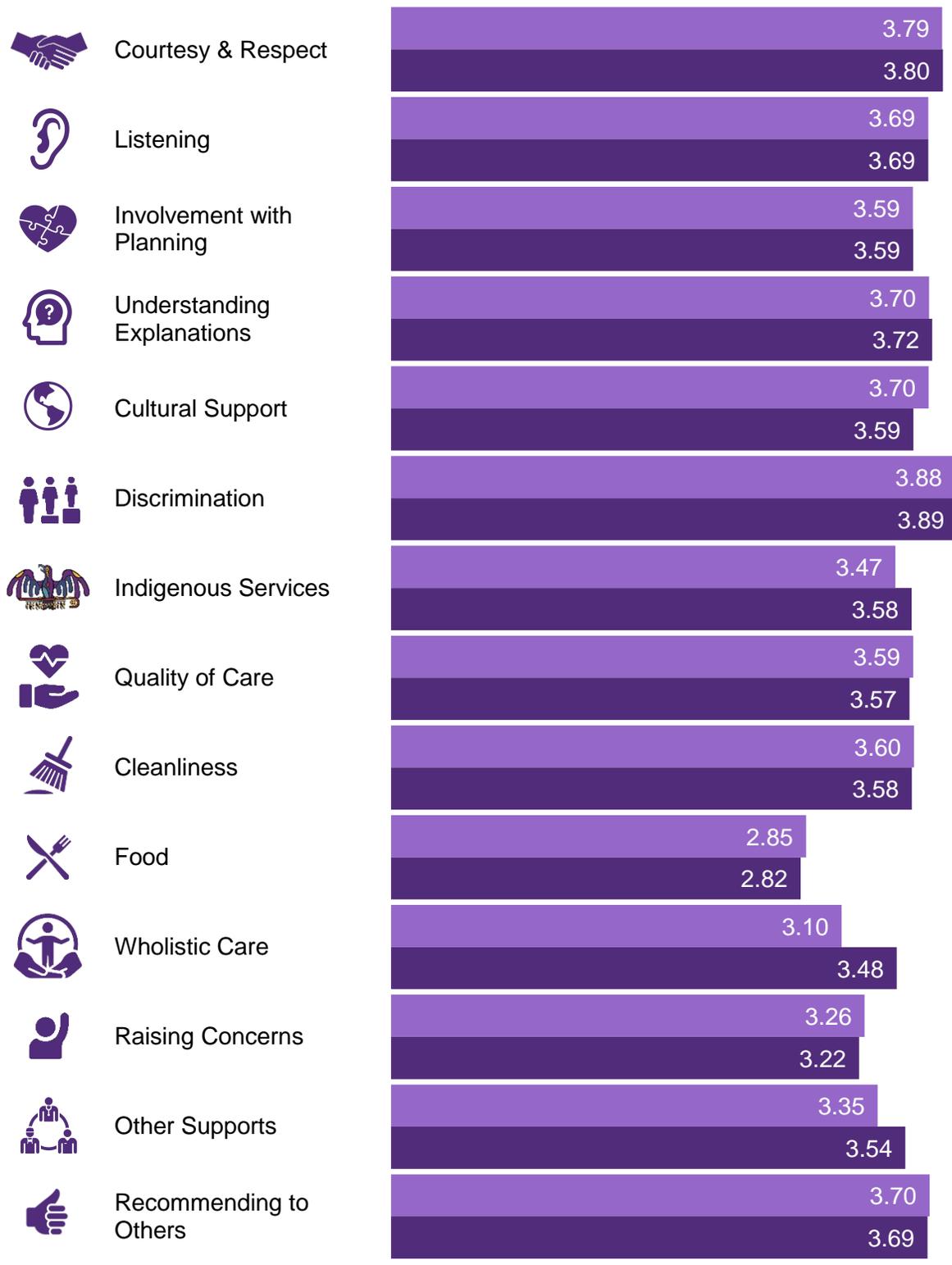
Compassion Score by Respondent Type



Year-over-Year Comparison

Corporate Total

2024
2025

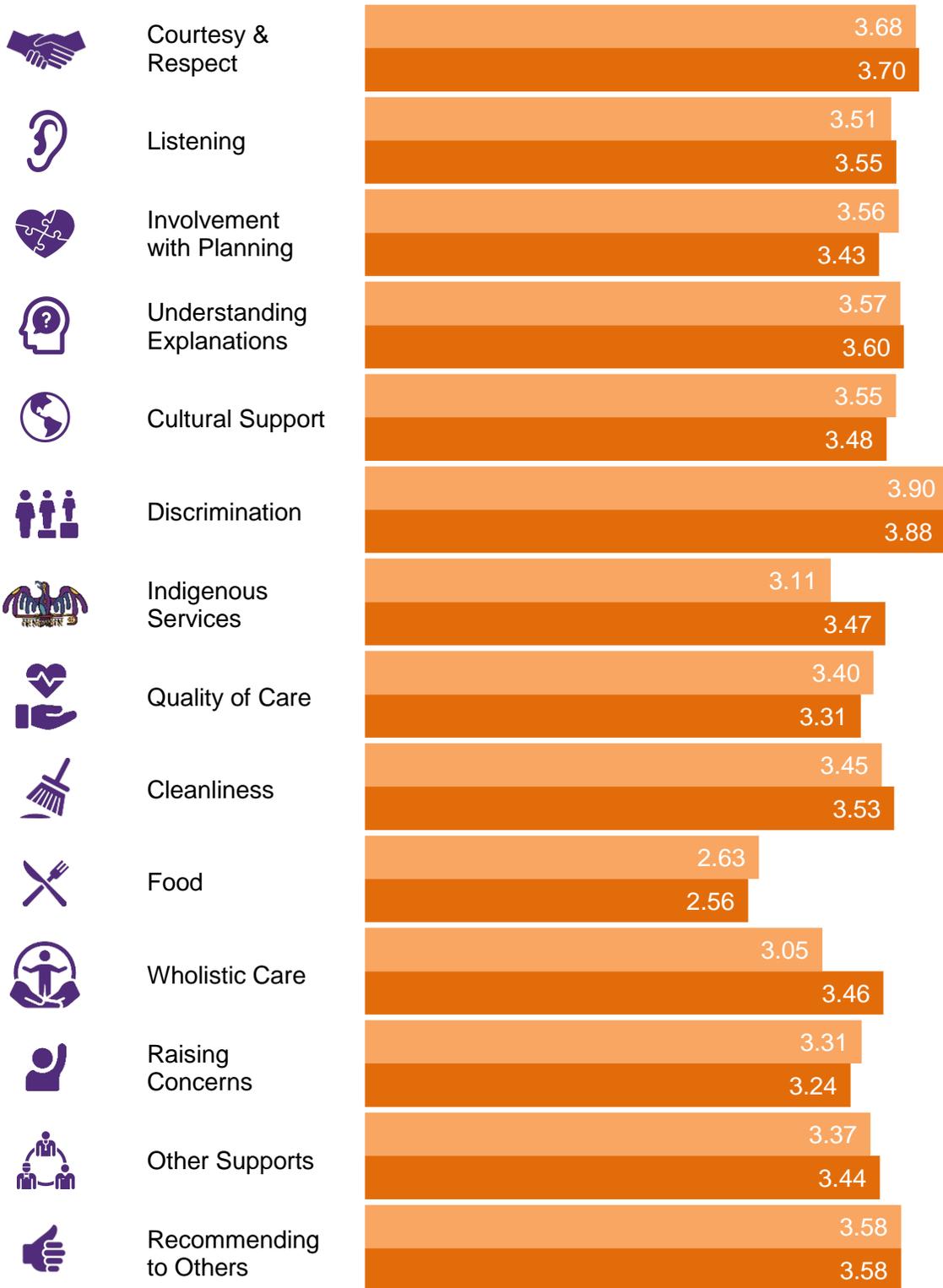


*Also see Appendix F: 2021-2025 Scores

Year-over-Year Comparison

LTC & Supportive Housing

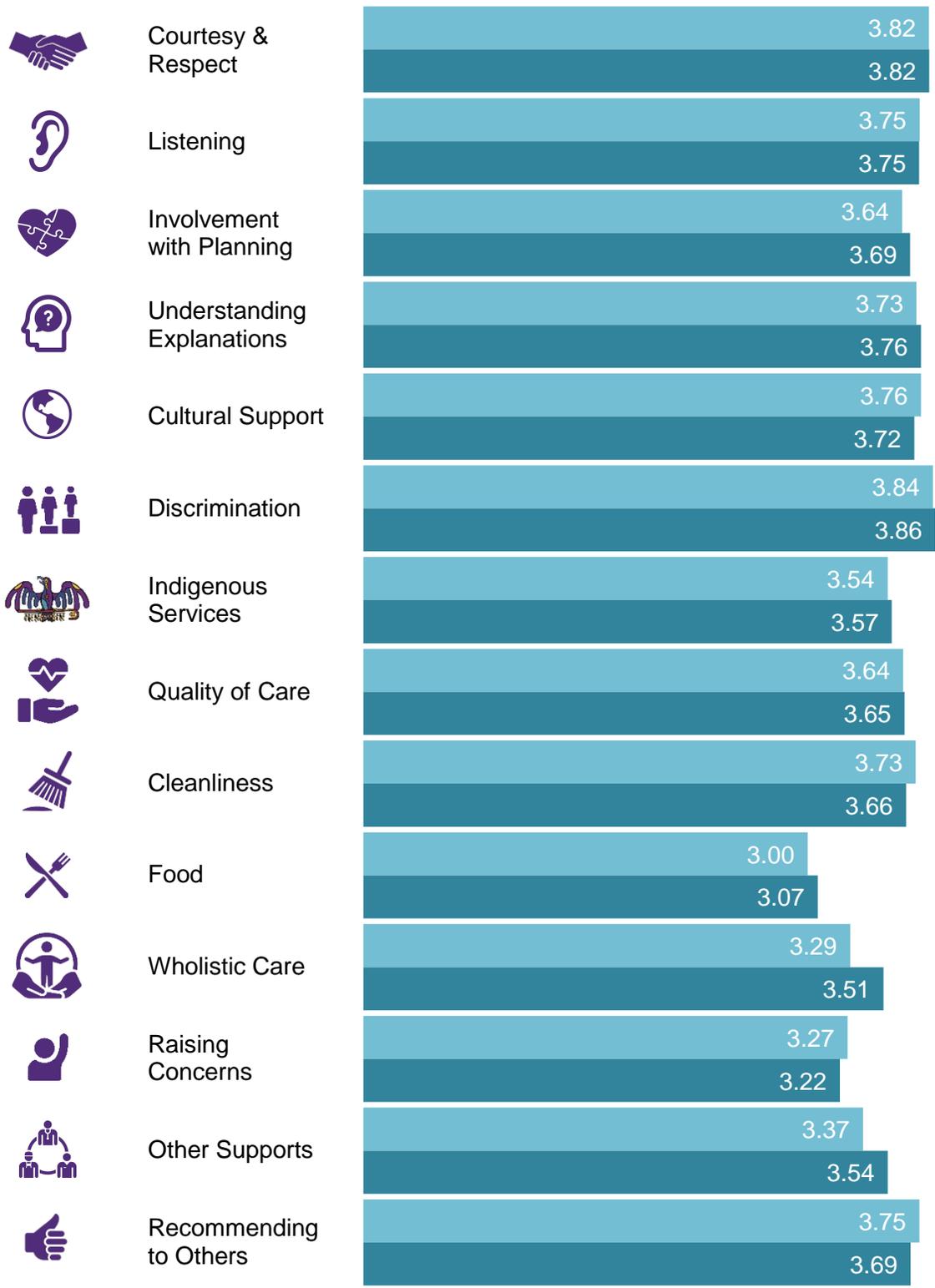
2024
2025



Year-over-Year Comparison

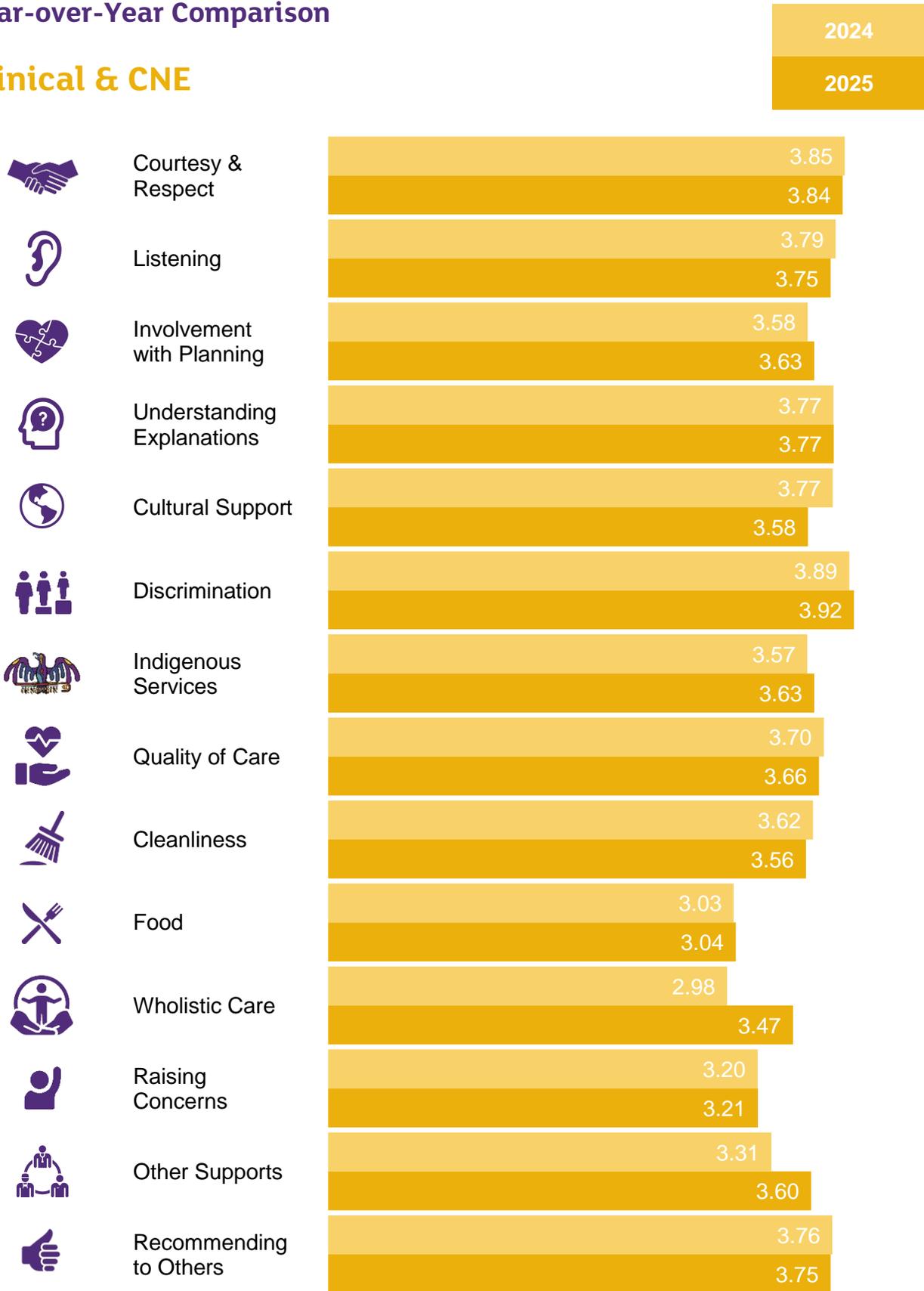
Addictions & Mental Health

2024
2025



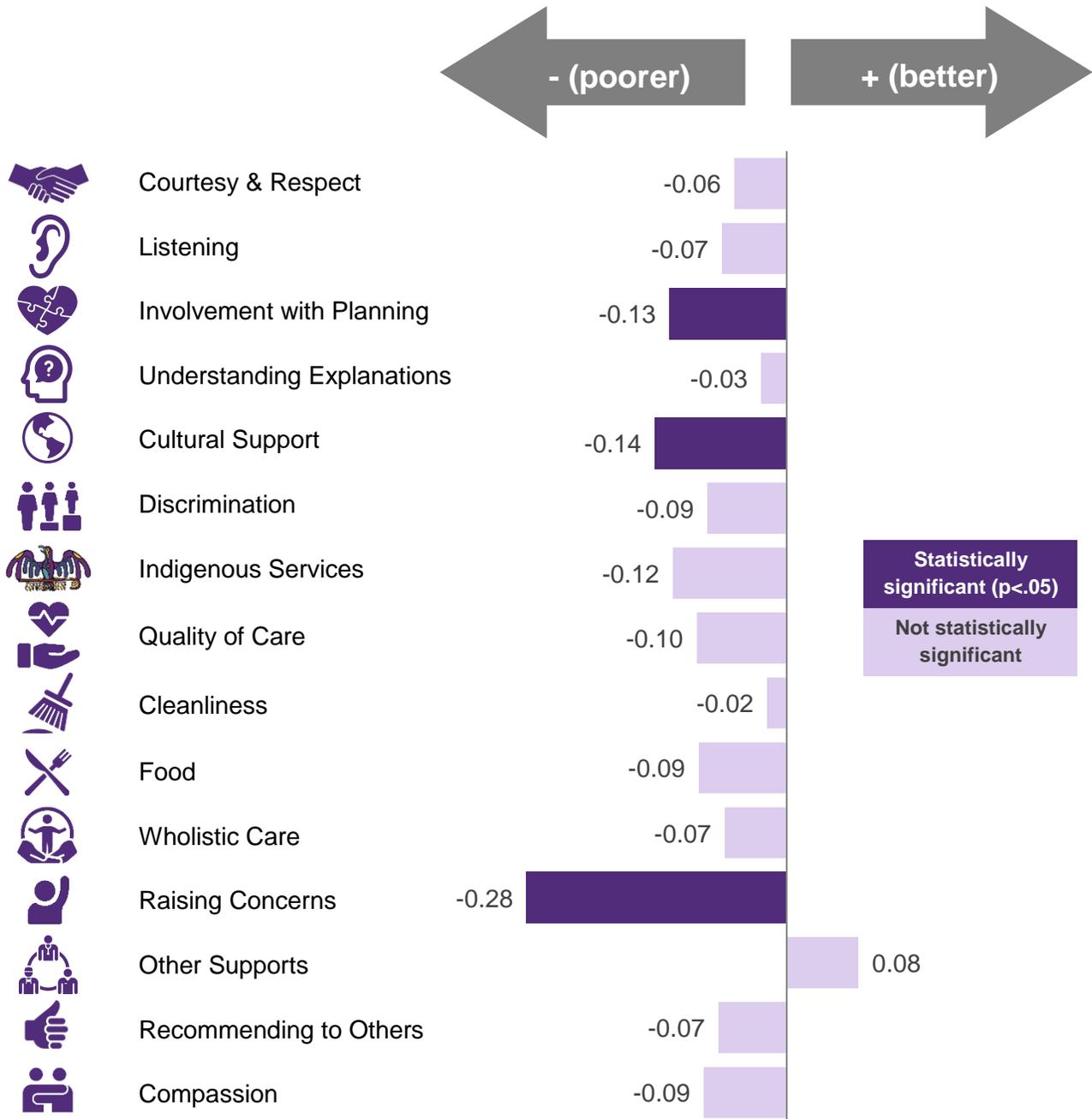
Year-over-Year Comparison

Clinical & CNE



Indigenous Experience

Statistical regression was used to estimate differences in satisfaction for Indigenous respondents, while controlling for other factors such as program, gender, and age. Mean differences (compared to non-Indigenous respondents on a four-point scale) are illustrated below. Note that some differences are statistically significant (dark purple; in other words, we believe there is a true difference between groups), while others are not statistically significant (light purple; there is insufficient evidence to claim there is a difference between groups). See Appendix F for a depiction of these results over time.



Comments

LTC & Supportive Housing

152 respondents (34.0%) provided 214 comments:

- + Positive Feedback
- Areas for Improvement

+/- Theme	Sample Comments	#
- Food & Dining	Dry; too much processed; cold; not enough/portions too small; not enough time to eat; too much starch; not enough variety; dietary needs not met; not enough protein; would like menu in advance; lacking flavour	44
- Staff Attitudes & Training	Concerns about confidentiality; unkind; noisy; need to be more familiar with residents/clients; speaking with other staff in foreign language; impersonal; rushed; rude; lack of communication between staff; not enough training	21
- Quality of Care	Care plan not being met; policies ignore families; call bells unanswered	19
- Products, Programs & Services	Want to get out/outside more; more physical activity needed; more music and other creative activities needed	18
+ Staff Attitudes & Training	Kind; respectful; caring; staff do their best	18
+ Quality of Care	Well cared-for; compassionate care; gratitude for care	15
- Environment	Unclean; clients smoking indoors; unsafe; too cold in winter/hot in summer; problems with parking; lack of privacy	11
- Staffing	Understaffed; short staffed; inconsistent staff	7
- Communication	More input needed from clients in decision-making; need more English and French speaking staff; poor communication between staff	6
+ Environment	Safe; clean; comfortable	6
+ Products, Programs & Services	Excellent program/service	5
- Other	Use of leg monitor; missing items; unhappy about store closure	25
+ Other	Appreciation; gratitude	19

Addictions & Mental Health

134 respondents (29.6%) provided 242 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Quality of Care	Supportive care; healing; life-saving	48
+	Staff Attitudes & Training	Supportive staff; respectful; caring; dedicated, warm, friendly; professional	47
+	Products, Programs & Services	Much needed services; offers hope; important programs	38
-	Access to Care	More programs needed; had to travel to receive care; long waitlists; better communication for those waitlisted	14
-	Products, Programs & Services	Better follow-up care needed; suggestions for more long-term programming	9
+	Environment	Comfortable	7
+	Communication	Appreciation for access to interpreters	5
-	Quality of Care	Program needs improvement; inconsistent care	5
+	Other	Appreciation; gratitude	37
-	Other	Need better food; stop using faxes; parking issues; unsafe elevator; Indigenous support needed outside of traditional healing programming	32

Clinical & CNE

273 respondents (35.1%) provided 507 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Staff Attitudes & Training	Caring staff; flexible; supportive; respectful; skilled; knowledgeable; kind; go above-and-beyond	117
+	Quality of Care	Excellent care; pleased with care	88
+	Products, Programs & Services	Amazing service; excellent; useful; helpful; enjoyable; a blessing; appreciate option for telemedicine	67
+	Communication	Excellent information; good explanations	24
+	Environment	Comfortable; clean; safe	20
-	Access to Care	Long waitlists; costs too high; fear of being discharged too early	18
-	Staff Attitudes & Training	Lacking empathy and compassion; loud; poorly trained; swearing; loud; gossiping	16
+	Food & Dining	Good food	16
-	Products, Programs & Services	Difficulties with telemedicine	13
-	Food & Dining	Dry; under-seasoned; cold; repetitive	13
-	Quality of Care		9
-	Staffing	Nurses should not have to do housekeeping tasks;	9
-	Communication	Scheduling problems	7
+	Other	Appreciation; gratitude	46
-	Other	Parking; safety; construction; too loud at night; understaffed	27

Appendix A: Cover Letters & Survey

Client & Resident Satisfaction Survey

An annual organization-wide survey



Tell Us How We Are Doing!

Your feedback helps St. Joseph's Care Group (SJCG) to make changes that matter to clients and improve how people experience care. Your answers will be kept confidential, and your participation is voluntary.

Please Share Your Feedback by Monday, November 3, 2025, via:

Paper

Complete your survey and place it in the self-addressed envelope provided. Return it using one of the following options:

- Place it in the 'Survey Return' envelope in your program area,
- Give it to any SJCG staff member, *or*
- Mail it to Centre for Applied Health Research



Online

You can:

- Scan the QR code below



- *or* visit: www.cahr.sjcg.net/survey

Fill Out Your Ballot for a Chance to Win a \$100 Gift Card!

Thank you for taking a few minutes to answer the survey. Return your ballot for the draw using one of the following options:

- Place it in the 'Ballot Return' envelope in your program area
- Give it to any SJCG staff member, *or*
- Mail it to Client Relations

Need the Survey in Another Language?

Français / Suomi / Italiano

Pour une copie / Kopion saa / Per una copia:

sjcg.cahr@tbh.net | 807-343-2431 x2107

Have Any Questions?

Shayna Cummings, Research Coordinator, Centre for Applied Health Research

sjcg.cahr@tbh.net

807-343-2431 x2107





Client Satisfaction Survey

[Program Name]

Please read each question carefully and check the box that best reflects your response.

1 How long have you or your family member been receiving services from St. Joseph's Care Group?

- Less than a month 1 – 6 months 7 – 11 months 1 – 5 years More than 5 years

2 Client's age group, in years:

- Under 15 15 – 24 25 – 34 35 – 44 45 – 54
 55 – 64 65 – 74 75 – 84 85 and over

3 Client's gender:

- Female Male Gender queer/nonconforming Intersex
 Trans man Trans woman Two-Spirit Other:

4 Client's sexual orientation:

- Bisexual Gay Heterosexual Lesbian
 Queer, pansexual and/or questioning Two-Spirit Other:

5 Are you a (please select one):

- Client Family Member/Substitute Decision Maker

6 Do you consider yourself (or your family member) to be (select all that apply):

- Black (e.g., N. American, African, Caribbean) East Asian (e.g., Chinese, Korean) First Nation (e.g., Anishinaabe) Inuk (Inuit) Métis
 Latin/Hispanic Middle Eastern (e.g., Arab, Persian, West Asian) South Asian (e.g., Indian, Pakistani) Southeast Asian (e.g., Filipino, Vietnamese) White (e.g., European, North American)
 Other:

7 In what language are you most comfortable receiving healthcare services (please select one):

- American Sign Language (ASL) English Finnish French
 Indigenous (e.g., Anishinaabemowin) Italian Other:

8 Did you have access to someone who could explain what you needed to know about your (or your family member's) care in a language in which you are comfortable (please select one):

- Yes, a healthcare provider spoke directly to me in a language in which I am comfortable No
 Yes, a person close to me (e.g., a family member, friend) translated health care information in a language in which I am comfortable I do not know
 Yes, an interpreter (in person or over the phone) translated health care information to me in a language in which I am comfortable

9 If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi), how would you rate the quality of the support received?

If you have comments about the support you received from Indigenous Health Services (N'doo'owe Binesi), please use the comment section in question #19 at the end of this survey.

- Poor Fair Good Excellent
 Not applicable – Did not receive support from Indigenous Health Services (N'doo'owe Binesi)

10 How would you rate the overall quality of the care you (or your family member) have received?

- Poor Fair Good Excellent

Page 1 of 2
Flip Page



11 In thinking about your Healthcare Providers[†] over the past 7 days, please rate the following* (if you are completing this survey on behalf of a family member who is a client, please try to answer based on what you believe they experienced):

[†]By Healthcare Providers, we mean all staff who interacted directly with the client (for example, nurses, personal support workers, housekeepers).

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
11A I felt that my Healthcare Providers were attentive to me.	<input type="checkbox"/>				
11B My Healthcare Providers were very supportive when they talked with me.	<input type="checkbox"/>				
11C My Healthcare Providers provided care in a gentle manner.	<input type="checkbox"/>				
11D My Healthcare Providers saw me as a person and not just as a patient.	<input type="checkbox"/>				
11E My Healthcare Providers had a warm presence.	<input type="checkbox"/>				

12 Indicate how often you experience the following during your (or your family member's) care:

	Never	Sometimes	Usually	Always
12A How often did staff treat you with courtesy and respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12B How often did staff listen carefully to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12C How often did staff involve you in planning your (or your family member's) care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12D How often did staff explain things in a way you could understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12E How often did staff provide an environment that is supportive of your cultural background?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12F How often did you experience unfair treatment due to racism and/or discrimination by staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 How would you rate the cleanliness of the building?

Poor Fair Good Excellent Not applicable

14 How would you rate the quality of the food?

Poor Fair Good Excellent Not applicable

15 Wholistic care means supporting the balance of physical, emotional, mental, and spiritual well-being. Did your care reflect this approach? This may include feeling safe, feeling seen for who you are, having access to traditional healing or ceremony, and support for your cultural identity, family, or community connections.

No, definitely not No, I don't think so Yes, I think so Yes, definitely I do not know

16 Do you feel that you can raise a concern about staff without it negatively affecting your (or your family member's) care?

No, definitely not No, I don't think so Yes, I think so Yes, definitely

17 Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community?

No, definitely not No, I don't think so Yes, I think so Yes, definitely Not applicable

18 Would you recommend the program to others?

No, definitely not No, I don't think so Yes, I think so Yes, definitely

19 Do you have any comments or suggestions you would like to provide below?

 Thank you. Miigwech. Merci.

*Sinclair Compassion Questionnaire (SCQ) is protected by copyright and cannot be reproduced, adapted, published, or distributed in whole or in part. Copyright © UTI Limited Partnership, 2019. To obtain SCQ, email info@compassionresearchlab.com. All rights reserved; permission for commercial use required; compassionmeasure.com.

Appendix B: Survey Numbers & Response Rates

LTC & Supportive Housing

Program	# Requested	# Distributed	# Completed	Response Rate
Bethammi Nursing Home (Level 2)	46	46	4	8.7%
Bethammi Nursing Home (Level 3)	46	46	26	56.5%
High Support Housing	46	46	46	100.0%
Hogarth Riverview Manor 1N	35	30	5	16.7%
Hogarth Riverview Manor 2N	35	33	5	15.2%
Hogarth Riverview Manor 2S	35	35	8	22.9%
Hogarth Riverview Manor 3N	35	35	10	28.6%
Hogarth Riverview Manor 3S	35	31	13	41.9%
Hogarth Riverview Manor 4N	35	31	5	16.1%
Hogarth Riverview Manor 4S	35	28	6	21.4%
Hogarth Riverview Manor 5N	35	30	6	20.0%
Hogarth Riverview Manor 5S	35	25	12	48.0%
Hogarth Riverview Manor 6N	35	29	8	27.6%
Hogarth Riverview Manor 6S	35	29	8	27.6%
Hogarth Riverview Manor 7N	35	35	6	17.1%
Hogarth Riverview Manor 7S	35	26	6	23.1%
Hogarth Riverview Manor Birch	35	28	4	14.3%
Hogarth Riverview Manor Spruce	35	26	12	46.2%
Medium Support Housing	24	23	20	87.0%
PR Cook Apartments	140	140	120	85.7%
Sister Leila Greco Apartments	132	132	117	88.6%
Total LTC & Supportive Housing	959	884	447	50.6%

*Numbers requested do not include translated surveys.

**Response rates may be greater than 100% if unsolicited surveys are completed online or translations are completed; rates are based on distribution numbers provided by each program.

Addictions & Mental Health

Program	# Requested*	# Distributed	# Completed	Response Rate
Access Point & Intake rTMS Clinic	5	5	2	40.0%
Adult Addictions	175	149	77	51.7%
Child and Adolescent Psychiatry Services (CAPS)	50	63	58	92.1%
Chronic Pain Management Program (CPMP)	70	70	48	68.6%
Community Homes for Opportunity (CHO)	5	5	5	100.0%
Comprehensive Community Support Team (CCST)	40	34	7	20.6%
Crossroads Centre	25	12	12	100.0%
Dual Diagnosis/Psychiatric Consultation Clinic (PCC)	20	20	10	50.0%
Eating Disorders program	30	36	21	58.3%
Employment Services	40	40	19	47.5%
Gambling & Behavioural Addictions	20	10	10	100.0%
Getting Appropriate Personal & Professional Supports (GAPPS)	20	20	14	70.0%
Homes for Good	30	25	14	56.0%
Lodge on Dawson	26	26	0	0.0%
Matawa	10	5	2	40.0%
Mental Health Outpatient Program (MHOP)	250	70	108	154.3%**
Mental Health Rehabilitation (1 East)	20	20	13	65.0%
Mental Health Rehabilitation (2 East)	20	20	15	75.0%
Ontario Structured Psychotherapy Program	50	50	8	16.0%
Rapid Access Addiction Medicine (RAAM)	30	30	2	6.7%
Withdrawal Management	30	30	0	0.0%
Youth Addictions	30	20	7	35.0%
Total Addictions & Mental Health	996	760	452	59.5%

*Numbers requested do not include translated surveys.

**Response rates may be greater than 100% if unsolicited surveys are completed online or translations are completed; rates are based on distribution numbers provided by each program.

Clinical & CNE

Program	# Requested*	# Distributed	# Completed	Response Rate
Advanced Clinical Practitioner in Arthritis Care (ACPAC) Program	20	9	6	66.7%
Ambulatory Care	35	0	2	0.0%
Amputee Program	10	3	5	166.7%**
Asthma Clinic	20	13	8	61.5%
Chiropody (SJH)	20	20	18	90.0%
Chiropody (SJHER)	10	10	9	90.0%
Community Psychogeriatric Resource Consultant Program	20	13	1	7.7%
Diabetes Health	120	120	117	97.5%
Enhancing Care Program	15	10	5	50.0%
Foot Care (SJH)	50	50	44	88.0%
Foot Care (SJHER)	25	25	24	96.0%
Geriatric Rehabilitative Care (5 North/South)	70	60	50	85.7%
Geriatric Telemedicine	30	30	24	80.0%
Hospice/Palliative Care (4 North)	40	32	9	28.1%
Manor House Adult Day Program	75	71	37	52.1%
Medically Complex Services (2 North)	40	40	42	105.0%**
Medically Complex Services (2 South)	20	20	21	105.0%**
Neurology Outpatient Program	100	30	22	73.3%
Orthopaedic Rehabilitation (i.e., Physiotherapy & Occupational Therapy)	30	30	20	66.7%
Physical Rehabilitative Care (3 North)	40	37	15	40.5%
Physical Rehabilitative Care (3 South)	40	36	17	47.2%
Pulmonary Rehabilitation	25	17	16	94.1%
Rheumatic Diseases	65	55	48	87.3%
Seniors' Outpatient Services	160	175	106	60.6%
Transition (4 South)	45	45	18	40.0%
Wound, Ostomy, Continence	100	100	94	94.0%
Total Clinical & CNE	1225	1051	778	74.0%

*Numbers requested do not include translated surveys.

**Response rates may be greater than 100% if unsolicited surveys are completed online or translations are completed; rates are based on distribution numbers provided by each program.

Appendix C: Demographic Details

Length of time receiving services

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
< 1 month	4	0.9%	31	7.0%	138	18.4%	173	10.6%
1-6 months	31	7.1%	116	26.3%	186	24.9%	333	20.5%
7-12 months	23	5.3%	43	9.8%	72	9.6%	138	8.5%
1-5 years	258	59.0%	167	37.9%	215	28.7%	640	39.4%
> 5 years	121	27.7%	84	19.0%	137	18.3%	342	21.0%
Total	437	100.0%	441	100.0%	748	100.0%	1626	100.0%

Client's age group

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
<15	0	0.0%	31	7.0%	23	3.0%	54	3.3%
15-24	3	0.7%	68	15.5%	17	2.2%	88	5.4%
25-34	5	1.1%	90	20.5%	21	2.8%	116	7.1%
35-44	20	4.5%	79	18.0%	33	4.3%	132	8.0%
45-54	19	4.3%	65	14.8%	50	6.6%	134	8.2%
55-64	28	6.4%	54	12.3%	104	13.6%	186	11.3%
65-74	50	11.4%	38	8.6%	208	27.3%	296	18.0%
75-84	120	27.3%	13	3.0%	199	26.1%	332	20.2%
85+	195	44.3%	2	0.5%	108	14.2%	305	18.6%
Total	440	100.0%	440	100.0%	763	100.0%	1643	100.0%

Client's gender

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Male	151	34.2%	167	38.0%	364	47.6%	682	41.5%
Female	289	65.4%	254	57.9%	396	51.8%	939	57.1%
Other Gender Identity	2	0.5%	18	4.1%	4	0.5%	24	1.5%
Total	442	100.0%	439	100.0%	764	100.0%	1645	100.0%

Client's sexual orientation

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Heterosexual	361	91.4%	287	69.7%	574	87.8%	1222	83.6%
Other Sexual Orientation	34	8.6%	125	30.3%	80	12.2%	239	16.4%
Total	395	100.0%	412	100.0%	654	100.0%	1461	100.0%

Role

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident	337	80.0%	384	90.1%	651	87.1%	1372	86.1%
Family/Substitute Decision Maker	84	20.0%	42	9.9%	96	12.9%	222	13.9%
Total	421	100.0%	426	100.0%	747	100.0%	1594	100.0%

Cultural Background

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
White	383	91.6%	313	73.1%	630	84.9%	1326	83.5%
First Nation	18	4.3%	49	11.4%	77	10.4%	144	9.1%
Metis	6	1.4%	14	3.3%	10	1.3%	30	1.9%
Inuk (Inuit)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Black	0	0.0%	3	0.7%	3	0.4%	6	0.4%
Latin/ Hispanic	1	0.2%	2	0.5%	4	0.5%	7	0.4%
East Asian	1	0.2%	6	1.4%	1	0.1%	8	0.5%
South Asian	1	0.2%	0	0.0%	0	0.0%	1	0.1%
SE Asian	0	0.0%	4	0.9%	6	0.8%	10	0.6%
Middle Eastern	0	0.0%	2	0.5%	0	0.0%	2	0.1%
Other	2	0.5%	5	1.2%	0	0.0%	7	0.4%
Multi-Cultural Non-Indigenous	1	0.2%	5	1.2%	1	0.1%	7	0.4%
Multi-Cultural Indigenous	5	1.2%	25	5.8%	10	1.3%	40	2.5%
Total	418	100.0%	428	100.0%	742	100.0%	1588	100.0%

Language

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
English	413	97.2%	437	99.5%	741	99.1%	1591	98.7%
French	4	0.9%	0	0.0%	0	0.0%	4	0.2%
Indigenous	1	0.2%	2	0.5%	0	0.0%	3	0.2%
Italian	4	0.9%	0	0.0%	2	0.3%	6	0.4%
Finnish	3	0.7%	0	0.0%	2	0.3%	5	0.3%
ASL	0	0.0%	0	0.0%	1	0.1%	1	0.1%
Other	0	0.0%	0	0.0%	2	0.3%	2	0.1%
Total	425	100.0%	439	100.0%	748	100.0%	1612	100.0%

Appendix D: Satisfaction Responses

Courtesy & Respect

How often did staff treat you with courtesy and respect?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	4	0.9%	1	0.2%	1	0.1%	6	0.4%
Sometimes	13	3.0%	7	1.6%	15	2.0%	35	2.2%
Usually	94	21.4%	61	14.1%	87	11.7%	242	15.0%
Always	329	74.8%	364	84.1%	638	86.1%	1331	82.5%
Total	440	100.0%	433	100.0%	741	100.0%	1614	100.0%

Listening

How often did staff listen carefully to you?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	3	0.7%	2	0.5%	3	0.4%	8	0.5%
Sometimes	35	8.0%	15	3.5%	27	3.7%	77	4.8%
Usually	119	27.2%	71	16.4%	122	16.6%	312	19.5%
Always	280	64.1%	344	79.6%	581	79.3%	1205	75.2%
Total	437	100.0%	432	100.0%	733	100.0%	1602	100.0%

Involvement

How often did staff involve you in planning your care?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	17	4.1%	5	1.2%	21	3.0%	43	2.8%
Sometimes	34	8.2%	21	4.9%	36	5.1%	91	5.9%
Usually	118	28.3%	76	17.7%	129	18.3%	323	20.8%
Always	248	59.5%	328	76.3%	519	73.6%	1095	70.6%
Total	417	100.0%	430	100.0%	705	100.0%	1552	100.0%

Understanding Explanations

How often did staff explain things in a way you could understand?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	5	1.1%	1	0.2%	4	0.6%	10	0.6%
Sometimes	30	6.9%	9	2.1%	19	2.6%	58	3.7%
Usually	100	23.0%	80	18.6%	114	15.9%	294	18.6%
Always	300	69.0%	339	79.0%	582	80.9%	1221	77.1%
Total	435	100.0%	429	100.0%	719	100.0%	1583	100.0%

Cultural Support

How often did staff provide an environment that is supportive of your cultural background?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	13	3.2%	10	2.4%	55	8.1%	78	5.2%
Sometimes	31	7.6%	12	2.9%	10	1.5%	53	3.5%
Usually	110	27.0%	63	15.1%	101	14.8%	274	18.2%
Always	253	62.2%	333	79.7%	515	75.6%	1101	73.1%
Total	407	100.0%	418	100.0%	681	100.0%	1506	100.0%

Discrimination

How often did you experience unfair treatment due to racism and/or discrimination by staff?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Always	4	0.9%	8	1.9%	5	0.7%	17	1.1%
Usually	12	2.8%	13	3.1%	13	1.8%	38	2.4%
Sometimes	16	3.7%	8	1.9%	14	2.0%	38	2.4%
Never	395	92.5%	392	93.1%	678	95.5%	1465	94.0%
Total	427	100.0%	421	100.0%	710	100.0%	1558	100.0%

Indigenous Services

If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi) how would you rate the quality of the support received?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	1	1.8%	0	0.0%	1	0.6%	2	0.6%
Sometimes	5	9.1%	8	7.2%	6	3.9%	19	5.9%
Usually	16	29.1%	32	28.8%	43	27.7%	91	28.3%
Always	33	60.0%	71	64.0%	105	67.7%	209	65.1%
Total	55	100.0%	111	100.0%	155	100.0%	321	100.0%

Quality of Care

How would you rate the overall quality of the care you (or your family member) have received?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	8	1.8%	2	0.5%	3	0.4%	13	0.8%
Fair	38	8.7%	18	4.1%	24	3.2%	80	4.9%
Good	202	46.1%	111	25.2%	199	26.3%	512	31.3%
Excellent	190	43.4%	310	70.3%	532	70.2%	1032	63.0%
Total	438	100.0%	441	100.0%	758	100.0%	1637	100.0%

Cleanliness

How would you rate the cleanliness of the building?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	2	0.5%	3	0.7%	3	0.4%	8	0.5%
Fair	28	6.4%	14	3.3%	30	4.1%	72	4.6%
Good	142	32.5%	105	24.9%	246	34.0%	493	31.2%
Excellent	265	60.6%	300	71.1%	444	61.4%	1009	63.8%
Total	437	100.0%	422	100.0%	723	100.0%	1582	100.0%

Food

How would you rate the overall quality of the food?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	81	19.4%	8	5.4%	13	4.1%	102	11.6%
Fair	114	27.3%	24	16.2%	58	18.3%	196	22.2%
Good	132	31.6%	66	44.6%	149	47.0%	347	39.3%
Excellent	91	21.8%	50	33.8%	97	30.6%	238	27.0%
Total	418	100.0%	148	100.0%	317	100.0%	883	100.0%

Wholistic Care

Wholistic care means supporting the balance of physical, emotional, mental, and spiritual well-being. Did your care reflect this approach? This may include feeling safe, feeling seen for who you are, having access to traditional healing or ceremony, and support for your cultural identity, family, or community connections.

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	5	1.3%	4	1.1%	12	2.1%	21	1.6%
No I do not think so	26	6.8%	14	3.8%	23	4.0%	63	4.7%
Yes I think so	140	36.5%	142	38.2%	224	39.0%	506	38.0%
Yes definitely	213	55.5%	212	57.0%	316	55.0%	741	55.7%
Total	384	100.0%	372	100.0%	575	100.0%	1331	100.0%

Raising Concerns

Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	18	4.2%	21	5.0%	53	7.3%	92	5.8%
No I do not think so	41	9.5%	36	8.5%	48	6.6%	125	7.9%
Yes I think so	190	44.2%	196	46.3%	319	44.1%	705	44.7%
Yes definitely	181	42.1%	170	40.2%	303	41.9%	654	41.5%
Total	430	100.0%	423	100.0%	723	100.0%	1576	100.0%

Other Supports

Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	6	1.7%	7	2.0%	8	1.6%	21	1.7%
No I do not think so	35	10.1%	18	5.1%	25	4.9%	78	6.4%
Yes I think so	108	31.0%	105	29.8%	129	25.2%	342	28.2%
Yes definitely	199	57.2%	222	63.1%	350	68.4%	771	63.6%
Total	348	100.0%	352	100.0%	512	100.0%	1212	100.0%

Recommend to Others

Would you recommend the program to others?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	13	3.0%	1	0.2%	1	0.1%	15	0.9%
No I do not think so	17	3.9%	4	0.9%	9	1.2%	30	1.9%
Yes I think so	108	25.1%	122	28.0%	166	22.3%	396	24.6%
Yes definitely	293	68.0%	309	70.9%	567	76.3%	1169	72.6%
Total	431	100.0%	436	100.0%	743	100.0%	1610	100.0%

Appendix E: SCQ-SF Responses

I felt that my Healthcare Providers were attentive to me.

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident								
Strongly disagree	4	1.2%	7	1.9%	13	2.1%	24	1.8%
Disagree	9	2.7%	2	0.5%	5	0.8%	16	1.2%
Neutral	26	7.9%	18	4.9%	23	3.8%	67	5.1%
Agree	151	45.9%	117	32.0%	192	31.3%	460	35.2%
Strongly agree	139	42.2%	222	60.7%	380	62.0%	741	56.7%
Total	329	100.0%	366	100.0%	613	100.0%	1308	100.0%

Family Member/Substitute Decision Maker

Strongly disagree	0	0.0%	2	5.1%	1	1.2%	3	1.5%
Disagree	2	2.5%	0	0.0%	0	0.0%	2	1.0%
Neutral	9	11.1%	1	2.6%	1	1.2%	11	5.4%
Agree	45	55.6%	13	33.3%	20	23.5%	78	38.0%
Strongly agree	25	30.9%	23	59.0%	63	74.1%	111	54.1%
Total	81	100.0%	39	100.0%	85	100.0%	205	100.0%

My Healthcare Providers were very supportive when they talked with me.

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident								
Strongly disagree	4	1.2%	5	1.4%	12	2.0%	21	1.6%
Disagree	5	1.5%	1	0.3%	5	0.8%	11	0.8%
Neutral	22	6.8%	16	4.3%	18	3.0%	56	4.3%
Agree	158	48.6%	98	26.5%	188	31.2%	444	34.2%
Strongly agree	136	41.8%	250	67.6%	380	63.0%	766	59.0%
Total	325	100.0%	370	100.0%	603	100.0%	1298	100.0%

Family Member/Substitute Decision Maker

Strongly disagree	0	0.0%	2	5.1%	1	1.1%	3	1.4%
Disagree	1	1.2%	0	0.0%	0	0.0%	1	0.5%
Neutral	11	13.6%	0	0.0%	3	3.4%	14	6.8%
Agree	39	48.1%	13	33.3%	19	21.8%	71	34.3%
Strongly agree	30	37.0%	24	61.5%	64	73.6%	118	57.0%
Total	81	100.0%	39	100.0%	87	100.0%	207	100.0%

My Healthcare Providers provided care in a gentle manner.

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident								
Strongly disagree	4	1.2%	6	1.6%	13	2.2%	23	1.8%
Disagree	2	0.6%	2	0.5%	3	0.5%	7	0.5%
Neutral	34	10.5%	11	3.0%	21	3.5%	66	5.1%
Agree	140	43.1%	104	28.2%	179	29.9%	423	32.7%
Strongly agree	145	44.6%	246	66.7%	383	63.9%	774	59.9%
Total	325	100.0%	369	100.0%	599	100.0%	1293	100.0%

Family Member/Substitute Decision Maker

Strongly disagree	0	0.0%	2	5.3%	1	1.2%	3	1.5%
Disagree	1	1.2%	0	0.0%	0	0.0%	1	0.5%
Neutral	10	12.3%	0	0.0%	4	4.7%	14	6.9%
Agree	37	45.7%	12	31.6%	13	15.3%	62	30.4%
Strongly agree	33	40.7%	24	63.2%	67	78.8%	124	60.8%
Total	81	100.0%	38	100.0%	85	100.0%	204	100.0%

My Healthcare Providers saw me as a person and not just as a patient.

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident								
Strongly disagree	3	0.9%	6	1.6%	13	2.2%	22	1.7%
Disagree	8	2.5%	2	0.5%	7	1.2%	17	1.3%
Neutral	36	11.1%	22	6.0%	31	5.1%	89	6.9%
Agree	129	39.8%	87	23.6%	171	28.4%	387	29.9%
Strongly agree	148	45.7%	252	68.3%	381	63.2%	781	60.3%
Total	324	100.0%	369	100.0%	603	100.0%	1296	100.0%

Family Member/Substitute Decision Maker

Strongly disagree	0	0.0%	2	5.1%	2	2.4%	4	2.0%
Disagree	2	2.5%	0	0.0%	1	1.2%	3	1.5%
Neutral	10	12.3%	1	2.6%	1	1.2%	12	5.9%
Agree	37	45.7%	11	28.2%	16	18.8%	64	31.2%
Strongly agree	32	39.5%	25	64.1%	65	76.5%	122	59.5%
Total	81	100.0%	39	100.0%	85	100.0%	205	100.0%

My Healthcare Providers had a warm presence.

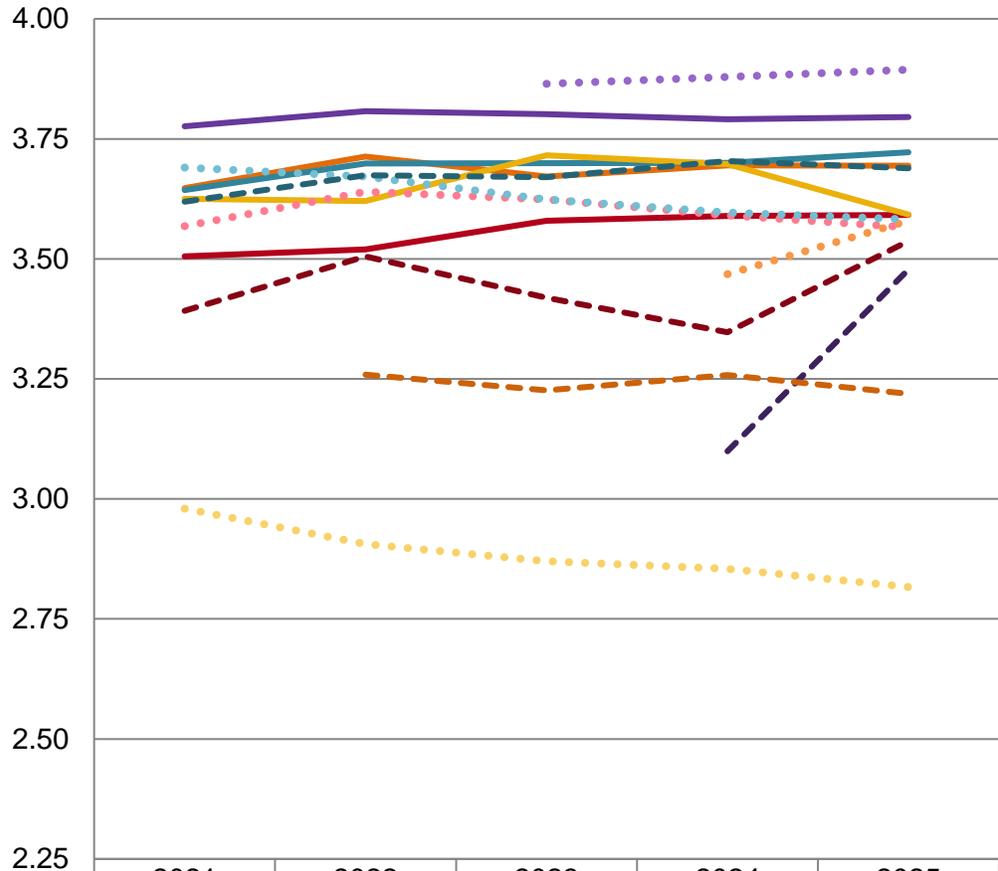
	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident								
Strongly disagree	3	0.9%	7	1.9%	13	2.2%	23	1.8%
Disagree	4	1.2%	1	0.3%	6	1.0%	11	0.9%
Neutral	35	10.8%	15	4.1%	32	5.3%	82	6.3%
Agree	135	41.8%	90	24.6%	169	28.0%	394	30.5%
Strongly agree	146	45.2%	253	69.1%	383	63.5%	782	60.5%
Total	323	100.0%	366	100.0%	603	100.0%	1292	100.0%

Family Member/Substitute Decision Maker

Strongly disagree	0	0.0%	2	5.1%	1	1.2%	3	1.5%
Disagree	1	1.2%	0	0.0%	0	0.0%	1	0.5%
Neutral	11	13.6%	1	2.6%	2	2.4%	14	6.8%
Agree	37	45.7%	10	25.6%	19	22.4%	66	32.2%
Strongly agree	32	39.5%	26	66.7%	63	74.1%	121	59.0%
Total	81	100.0%	39	100.0%	85	100.0%	205	100.0%

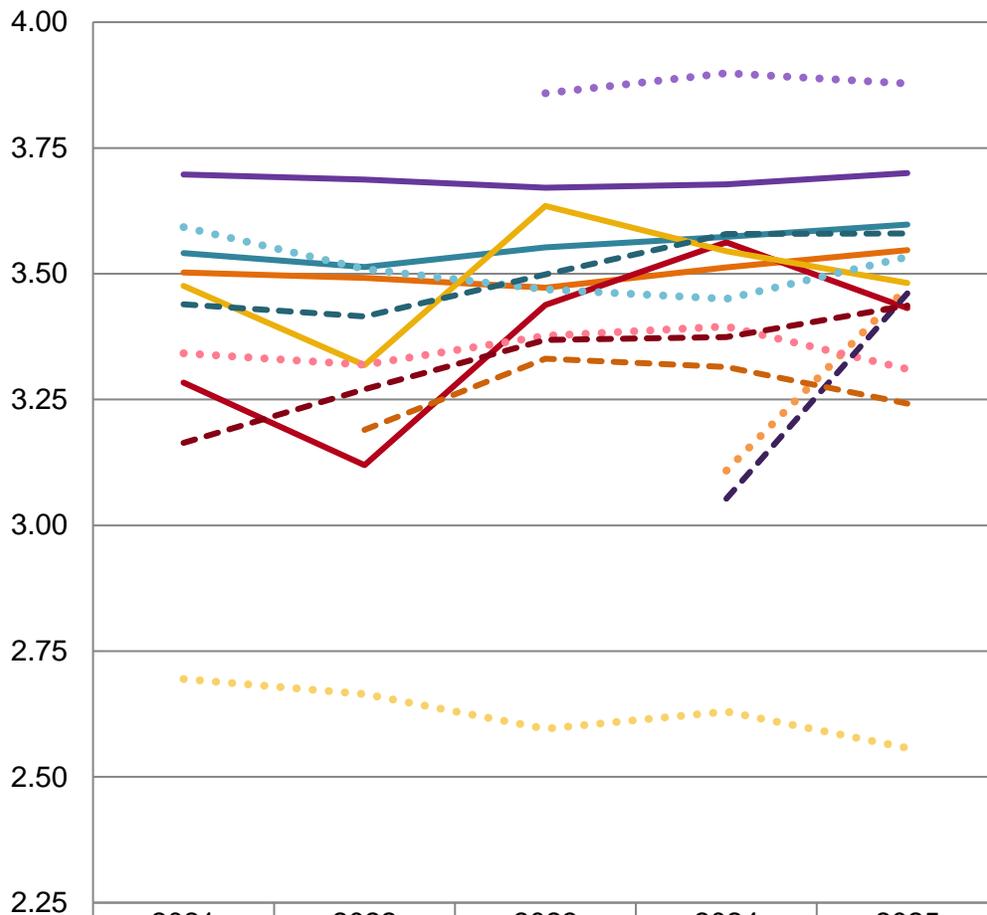
Appendix F: Scores 2021-2025

Corporate Total Mean Scores



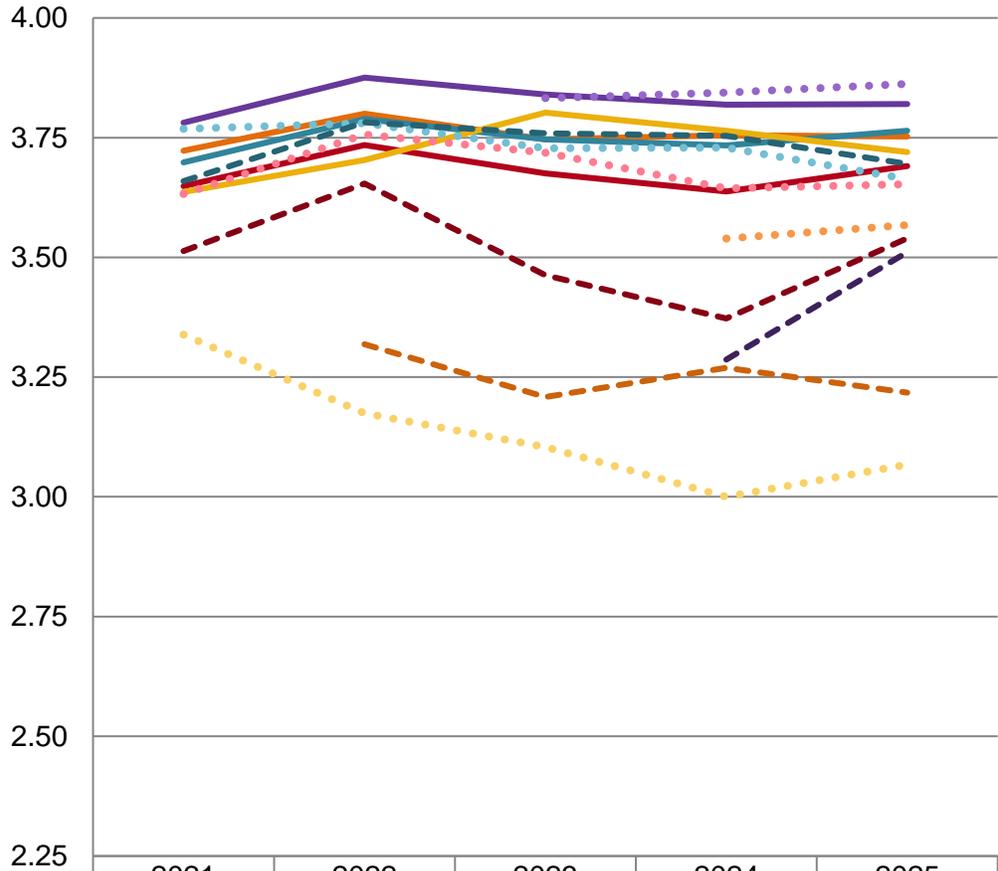
	2021	2022	2023	2024	2025
— Respect	3.78	3.81	3.80	3.79	3.80
— Listen	3.65	3.71	3.67	3.69	3.69
— Involve	3.51	3.52	3.58	3.59	3.59
— Explain	3.64	3.70	3.70	3.70	3.72
— Cultural	3.62	3.62	3.72	3.70	3.59
•••• Discrimination			3.86	3.88	3.89
•••• Indigenous Services				3.47	3.58
•••• Quality	3.57	3.64	3.62	3.59	3.57
•••• Cleanliness	3.69	3.67	3.62	3.60	3.58
•••• Food	2.98	2.91	2.87	2.85	2.82
- - - Wholistic				3.10	3.48
- - - Concern		3.26	3.23	3.26	3.22
- - - Access	3.39	3.50	3.42	3.35	3.54
- - - Recommend	3.62	3.67	3.67	3.70	3.69

LTC & Supportive Housing



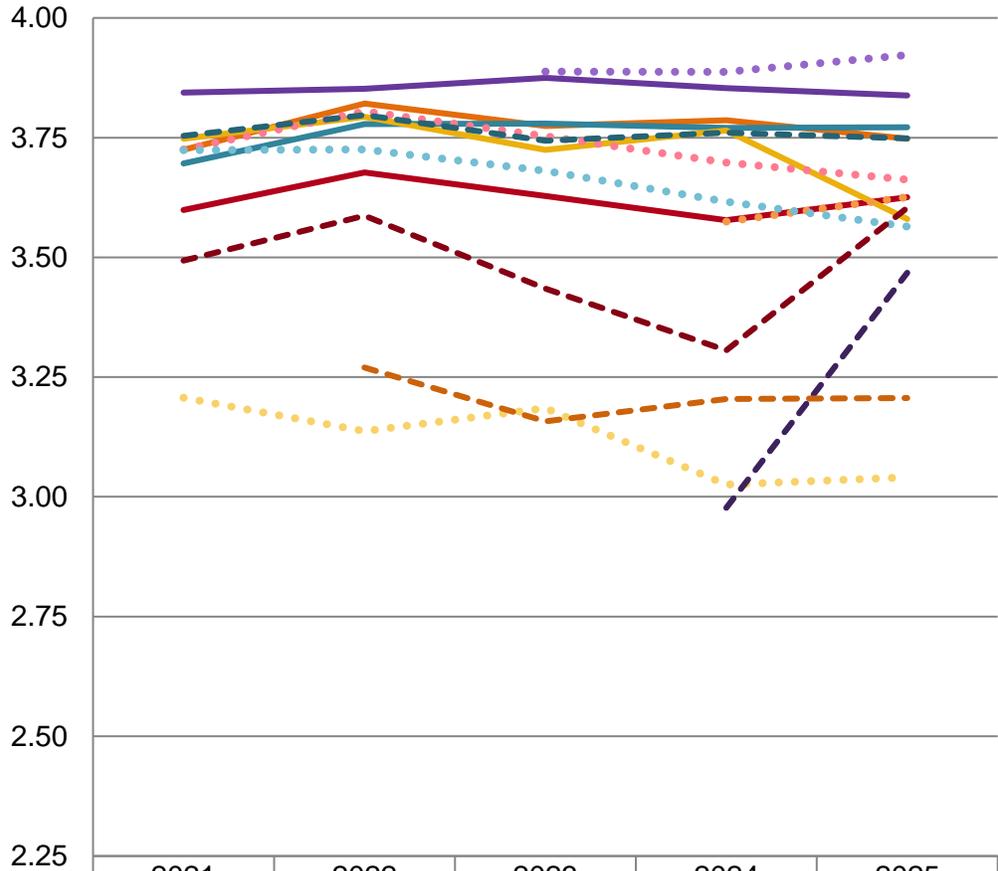
	2021	2022	2023	2024	2025
— Respect	3.70	3.69	3.67	3.68	3.70
— Listen	3.50	3.49	3.47	3.51	3.55
— Involve	3.28	3.12	3.44	3.56	3.43
— Explain	3.54	3.51	3.55	3.57	3.60
— Cultural	3.48	3.32	3.63	3.55	3.48
••• Discrimination			3.86	3.90	3.88
••• Indigenous Services				3.11	3.47
••• Quality	3.34	3.32	3.38	3.40	3.31
••• Cleanliness	3.59	3.51	3.47	3.45	3.53
••• Food	2.69	2.66	2.60	2.63	2.56
— Wholistic				3.05	3.46
— Concern		3.19	3.33	3.31	3.24
— Access	3.16	3.27	3.37	3.37	3.44
— Recommend	3.44	3.42	3.50	3.58	3.58

Addictions & Mental Health



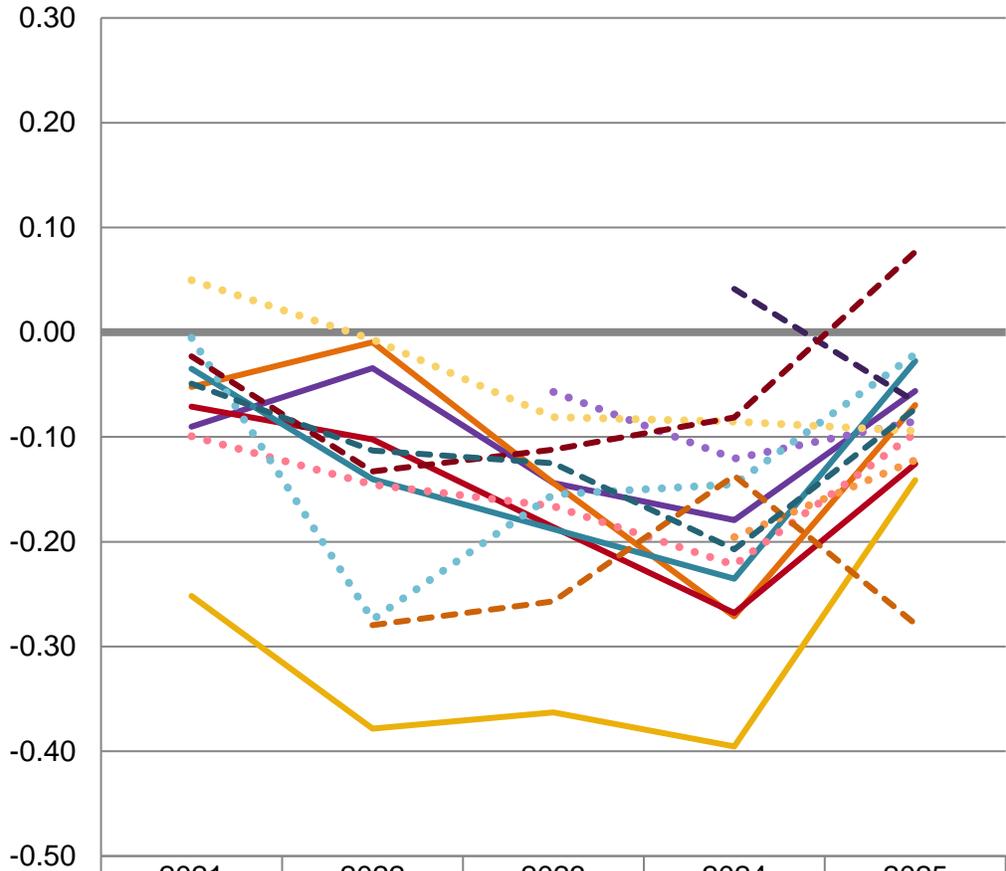
	2021	2022	2023	2024	2025
— Respect	3.78	3.88	3.84	3.82	3.82
— Listen	3.72	3.80	3.75	3.75	3.75
— Involve	3.65	3.73	3.68	3.64	3.69
— Explain	3.70	3.79	3.75	3.73	3.76
— Cultural	3.64	3.70	3.80	3.76	3.72
•••• Discrimination			3.83	3.84	3.86
•••• Indigenous Services				3.54	3.57
•••• Quality	3.63	3.76	3.72	3.64	3.65
•••• Cleanliness	3.77	3.78	3.73	3.73	3.66
•••• Food	3.34	3.17	3.10	3.00	3.07
— Wholistic				3.29	3.51
— Concern		3.32	3.21	3.27	3.22
— Access	3.51	3.65	3.46	3.37	3.54
— Recommend	3.66	3.78	3.76	3.75	3.69

Clinical & CNE Mean Scores



	2021	2022	2023	2024	2025
— Respect	3.84	3.85	3.87	3.85	3.84
— Listen	3.72	3.82	3.77	3.79	3.75
— Involve	3.60	3.68	3.63	3.58	3.63
— Explain	3.70	3.78	3.78	3.77	3.77
— Cultural	3.75	3.79	3.72	3.77	3.58
•••• Discrimination			3.89	3.89	3.92
•••• Indigenous Services				3.57	3.63
•••• Quality	3.73	3.80	3.75	3.70	3.66
•••• Cleanliness	3.72	3.73	3.68	3.62	3.56
•••• Food	3.21	3.14	3.18	3.03	3.04
— Wholistic				2.98	3.47
— Concern		3.27	3.16	3.20	3.21
— Access	3.49	3.59	3.43	3.31	3.60
— Recommend	3.75	3.80	3.74	3.76	3.75

Indigenous Experience Mean Differences



	2021	2022	2023	2024	2025
— Respect	-0.09	-0.03	-0.14	-0.18	-0.06
— Listen	-0.05	-0.01	-0.14	-0.27	-0.07
— Involve	-0.07	-0.10	-0.19	-0.27	-0.13
— Explain	-0.03	-0.14	-0.19	-0.24	-0.03
— Cultural	-0.25	-0.38	-0.36	-0.40	-0.14
•••• Discrimination			-0.06	-0.12	-0.09
•••• Indigenous Services				-0.20	-0.12
•••• Quality	-0.10	-0.15	-0.17	-0.22	-0.10
•••• Cleanliness	-0.01	-0.27	-0.16	-0.15	-0.02
•••• Food	0.05	-0.01	-0.08	-0.09	-0.09
- - - Wholstic				0.04	-0.07
- - - Concern		-0.28	-0.26	-0.14	-0.28
- - - Access	-0.02	-0.13	-0.11	-0.08	0.08
- - - Recommend	-0.05	-0.11	-0.13	-0.21	-0.07

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