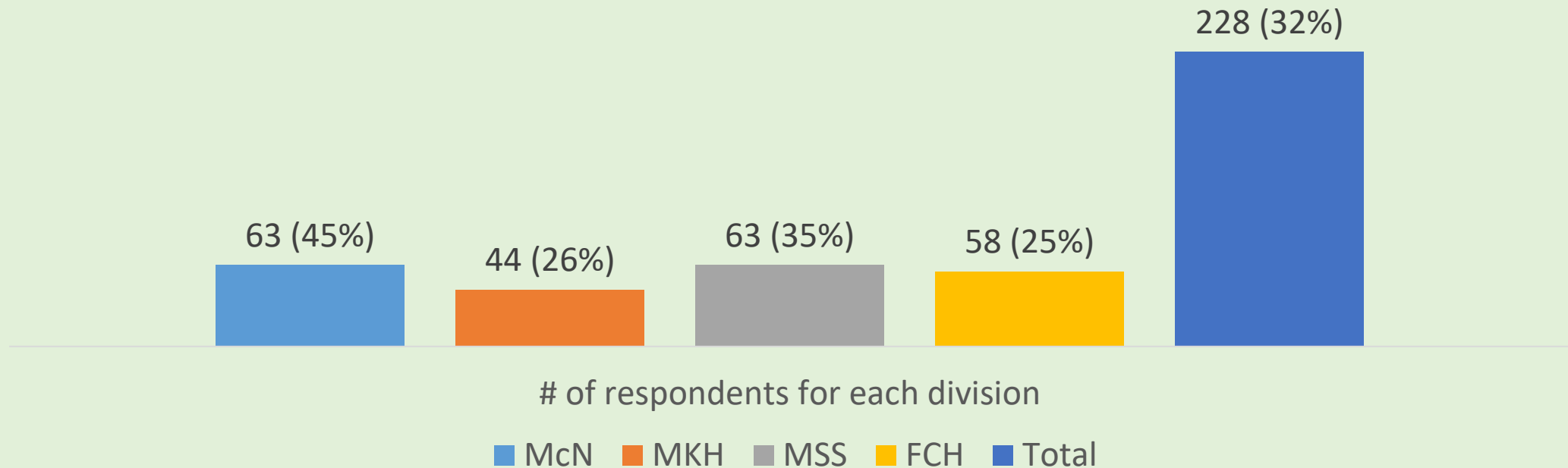


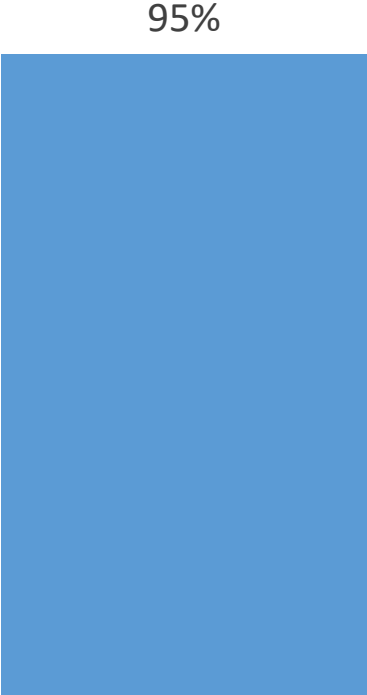
Family Satisfaction Survey 2020

Number of responses (% of family responded)



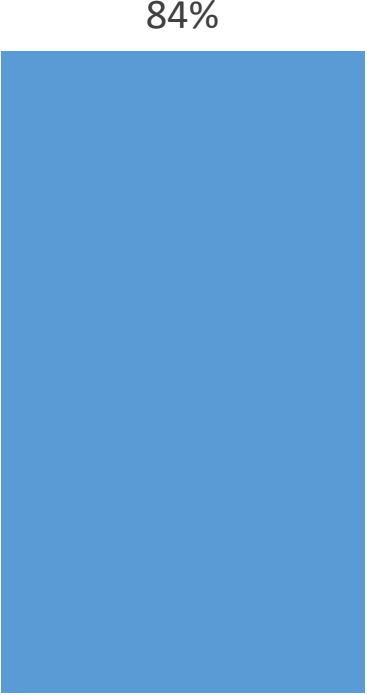
A total of 228 family members of our LTC residents responded to the annual satisfaction survey. Respondents provided their feedback between November 29, 2020 and January 3, 2021 about their experience in any four Yee Hong Centres. Summary results are aggregated here.

How do you feel about the cleanliness of the home (sum of % Satisfied & Very Satisfied)



■ AVG

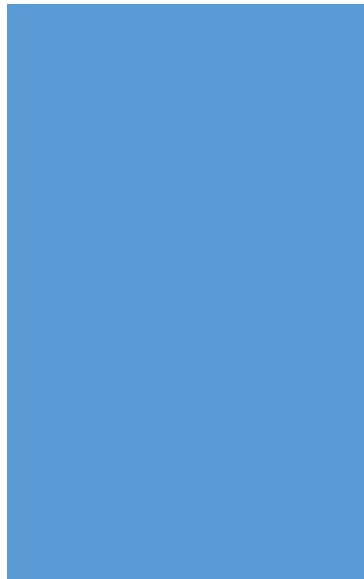
How do you feel about YH managing pleasant odor? (sum of % satisfied and very satisfied)



■ AVG

The staff are caring (compassionate, friendly, empathetic, etc.) (sum of % Agree & Strongly agree)

92%



% of respondents agree/strongly agree

■ AVG

The staff keeps me informed about my loved one (sum of % Agree & Strongly Agree)

93%

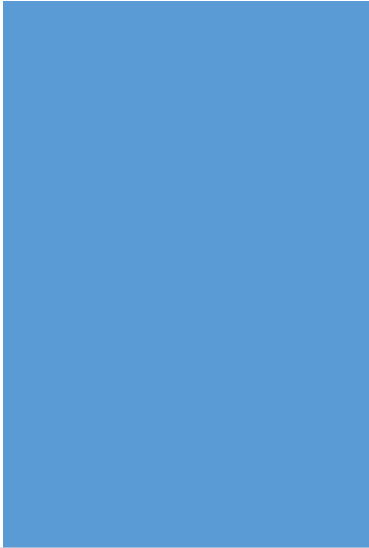


% of respondents agree/strongly agree

■ AVG

There is a reasonable # of staff to meet the care needs (sum of % Agree & Strongly agree)

77%

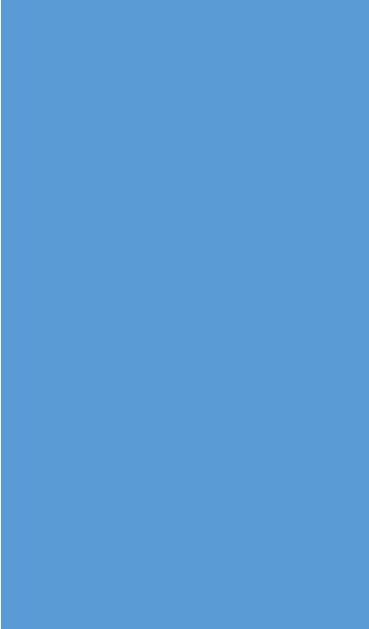


% of respondents agree/strongly agree

■ AVG

There is an effective process for complaints/concerns (sum of % Agree & Strongly agree)

88%

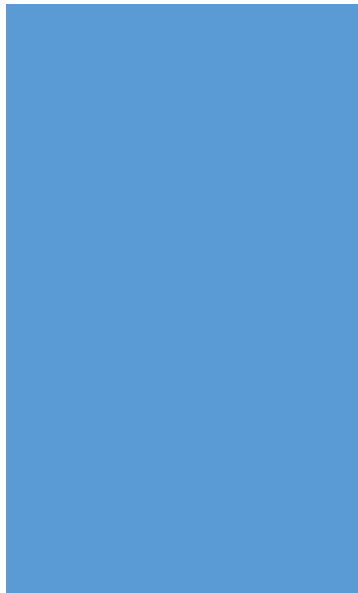


% of respondents agree/strongly agree

■ AVG

Comfortable knowing my loved one is well taken care off (sum of % Comfortable & Very comfortable)

90%



% of respondents comfortable/very comfortable

■ AVG

Quality of the physician services provided at Yee Hong (sum of % Good & Very good)

87%



% of respondents feels it is good/very good

■ AVG

How do you feel about staff members treating residents with respect and patience? (sum of % Satisfied & Very Satisfied)

93%



% of respondents satisfied/very satisfied

■ AVG

How do you rate staff at involving you in planning your loved one's care? (sum of % Satisfied & Very satisfied)

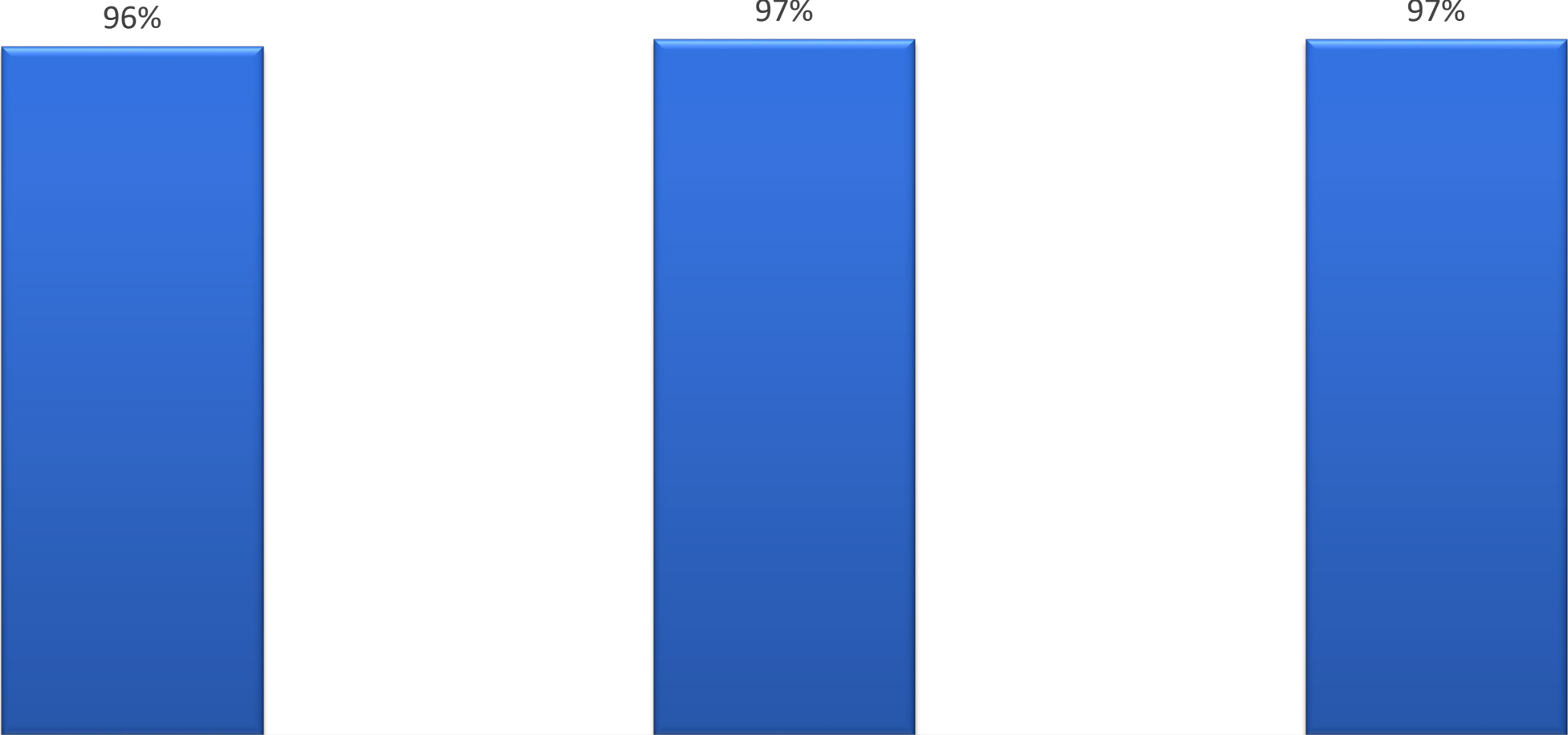
89%



% of respondents satisfied/very satisfied

■ AVG

2018-20 comparison: Would you recommend Yee Hong to friends and family members?



2018

2019

2020

■ % Yes (average of four Centres)