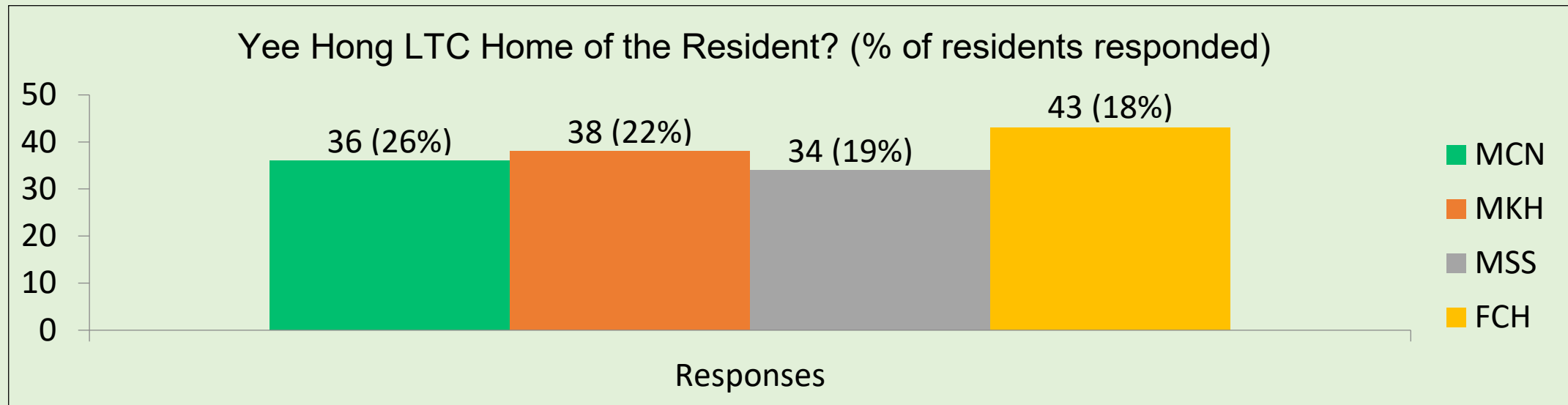
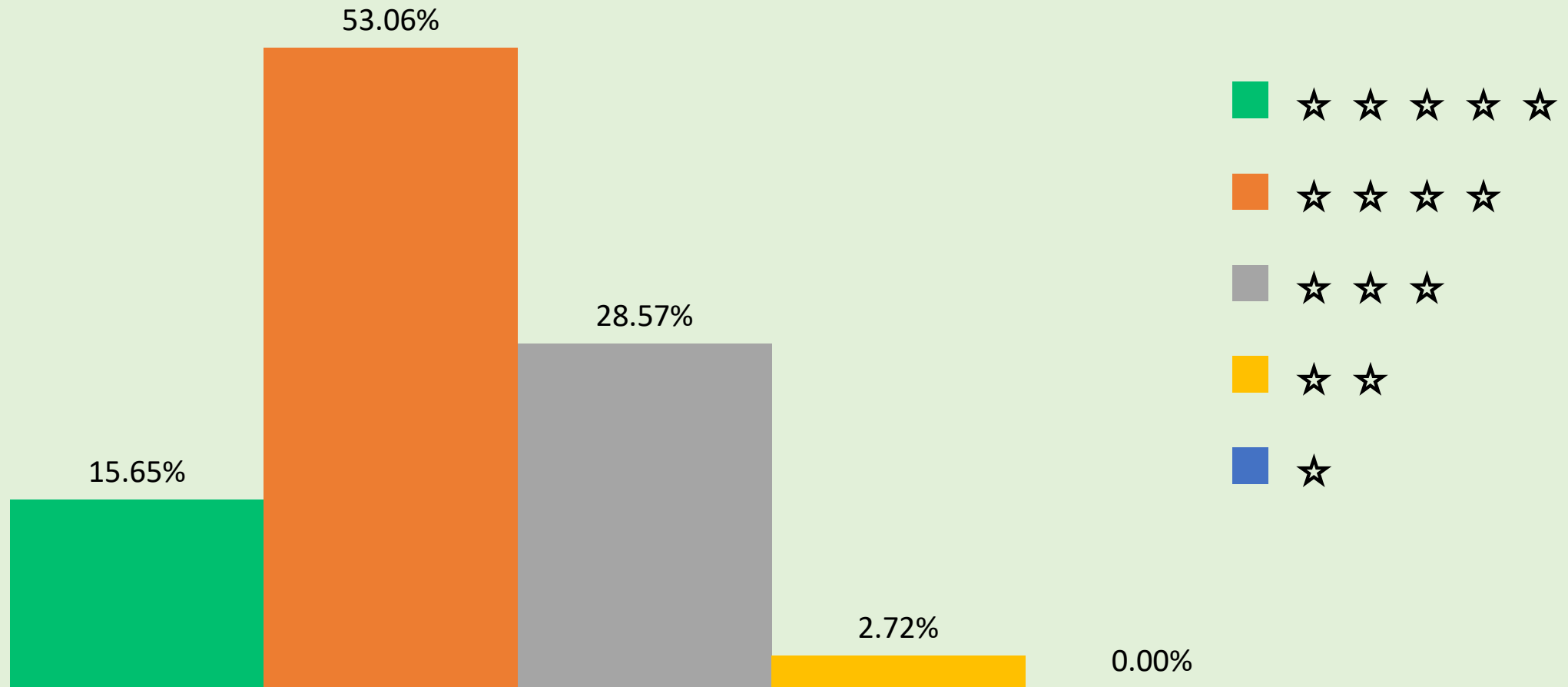


Resident Satisfaction Survey 2020

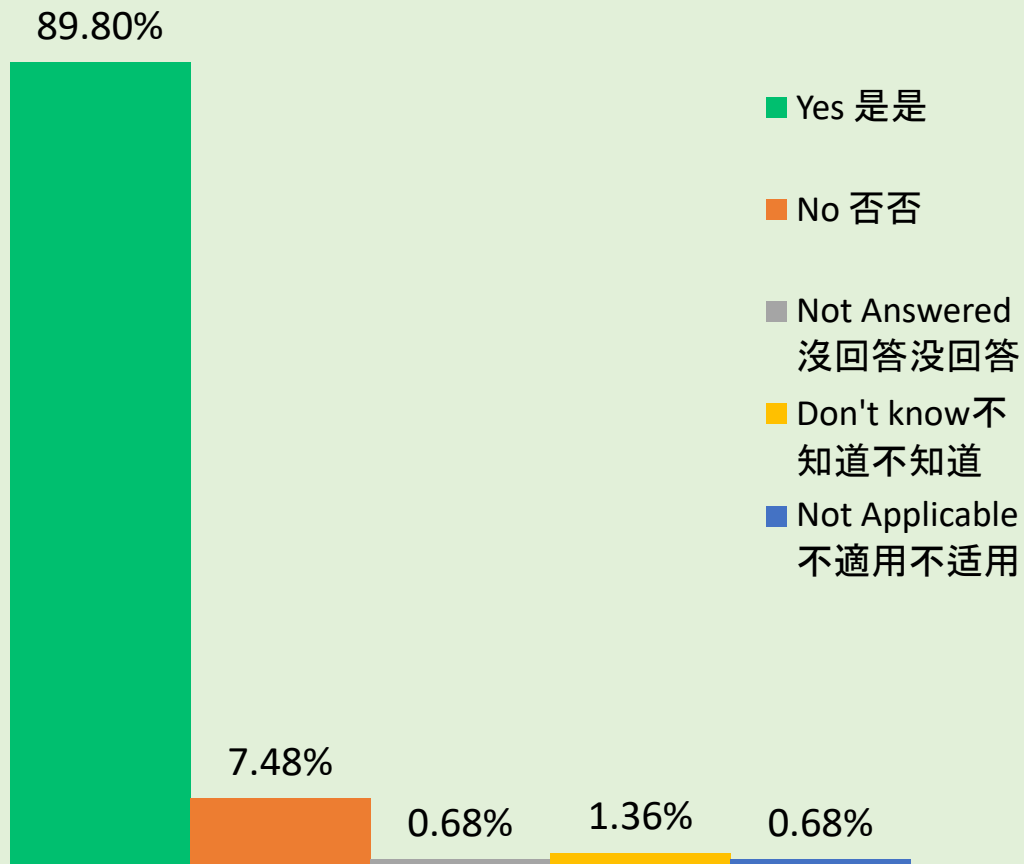


In December 2020 and January 2021, 151 residents across four Yee Hong Centres (Scarborough-McNicoll, Markham, Mississauga and Scarborough-Finch) completed the annual satisfaction survey. Aggregate results for all four homes are summarized on the following pages.

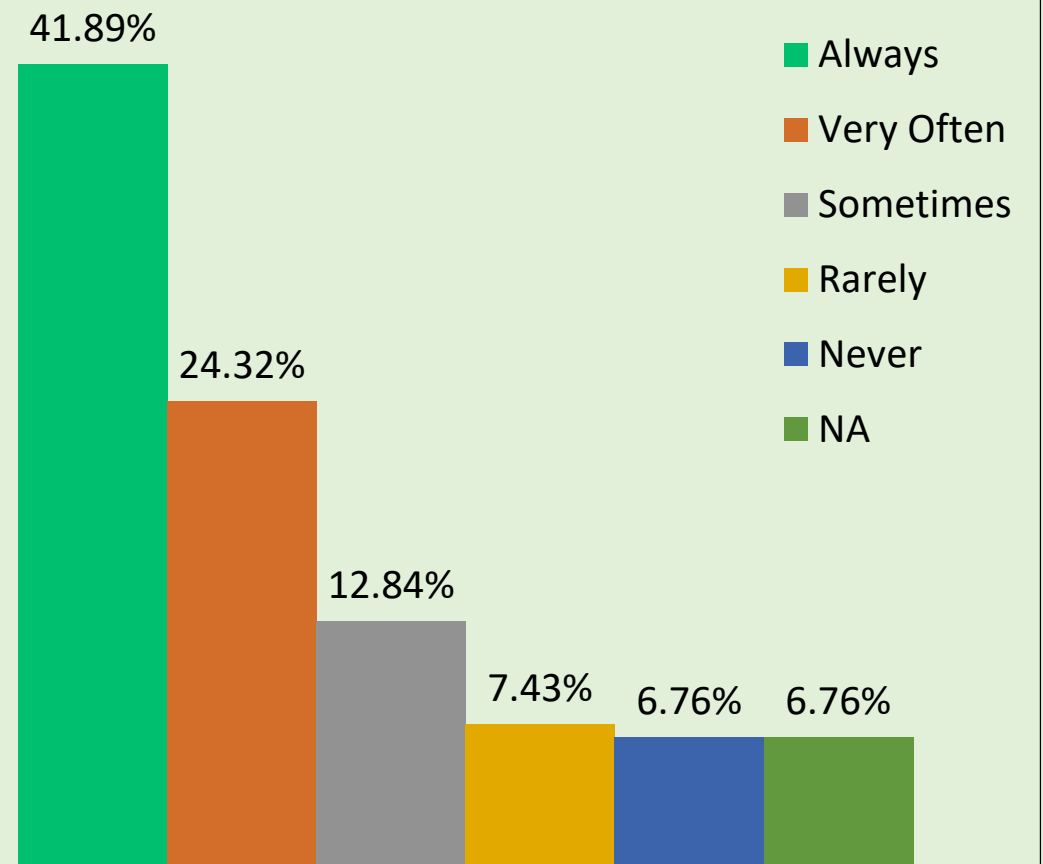
How do you rate the overall quality of the meals? (Temperature, Taste, Appearance?)



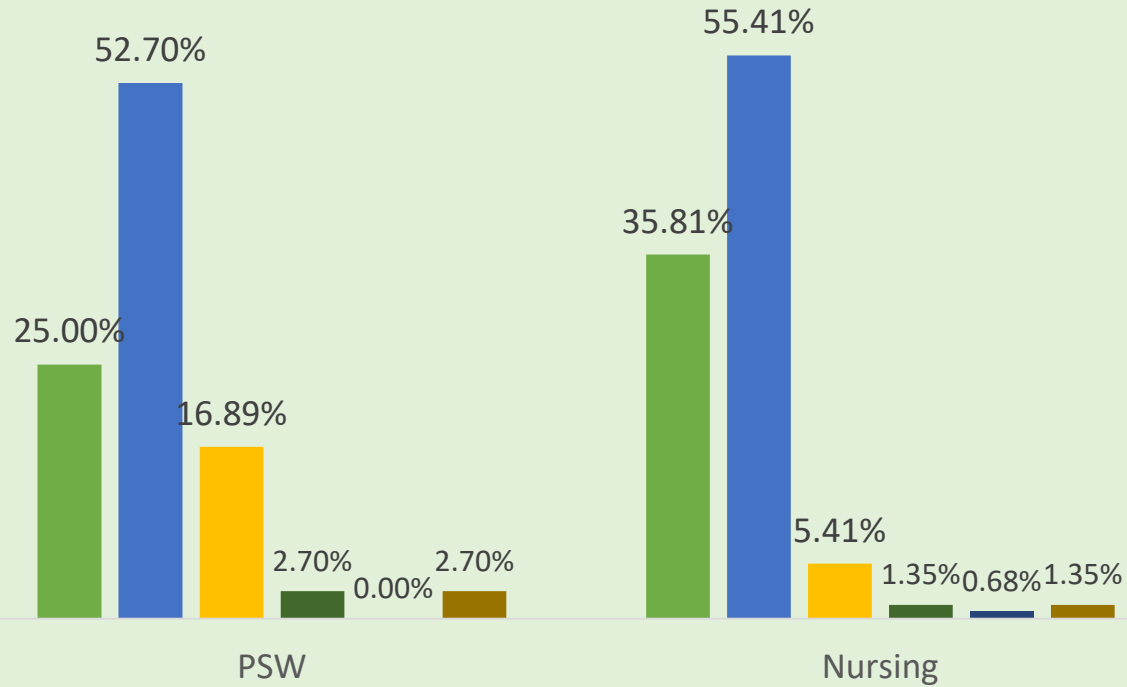
Do you feel that you have the freedom to choose your daily routine (For example, when to sleep 😊, when to eat, when to brush teeth, etc)?



Do Yee Hong staff involve you in making decisions about your plan of care (Including refusing services)?

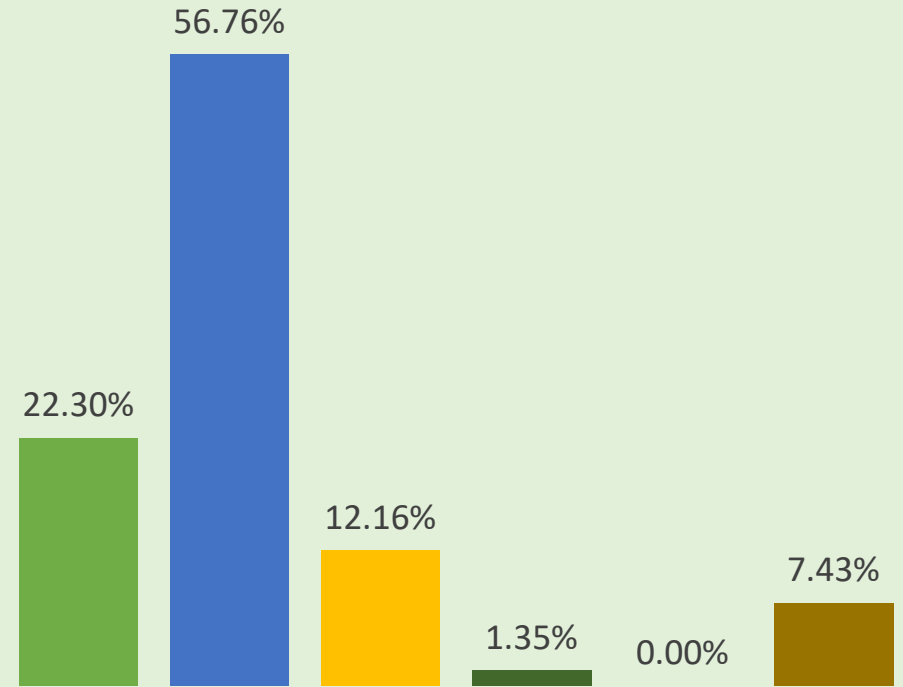


How do you feel about the nursing services at Yee Hong (PSW and Nursing)?



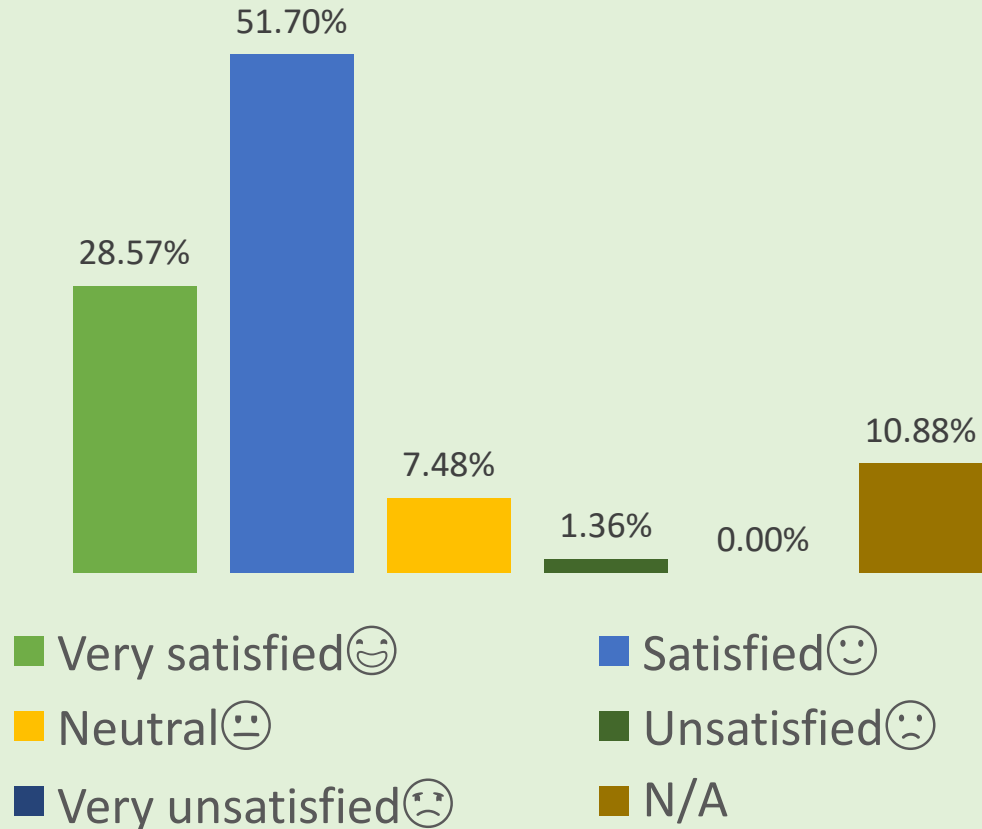
- Very satisfied 😊
- Satisfied 😊
- Neutral 😐
- Unsatisfied ☹️
- Very unsatisfied ☹️
- N/A

How do you feel about Physician services? (e.g. access to a physician)

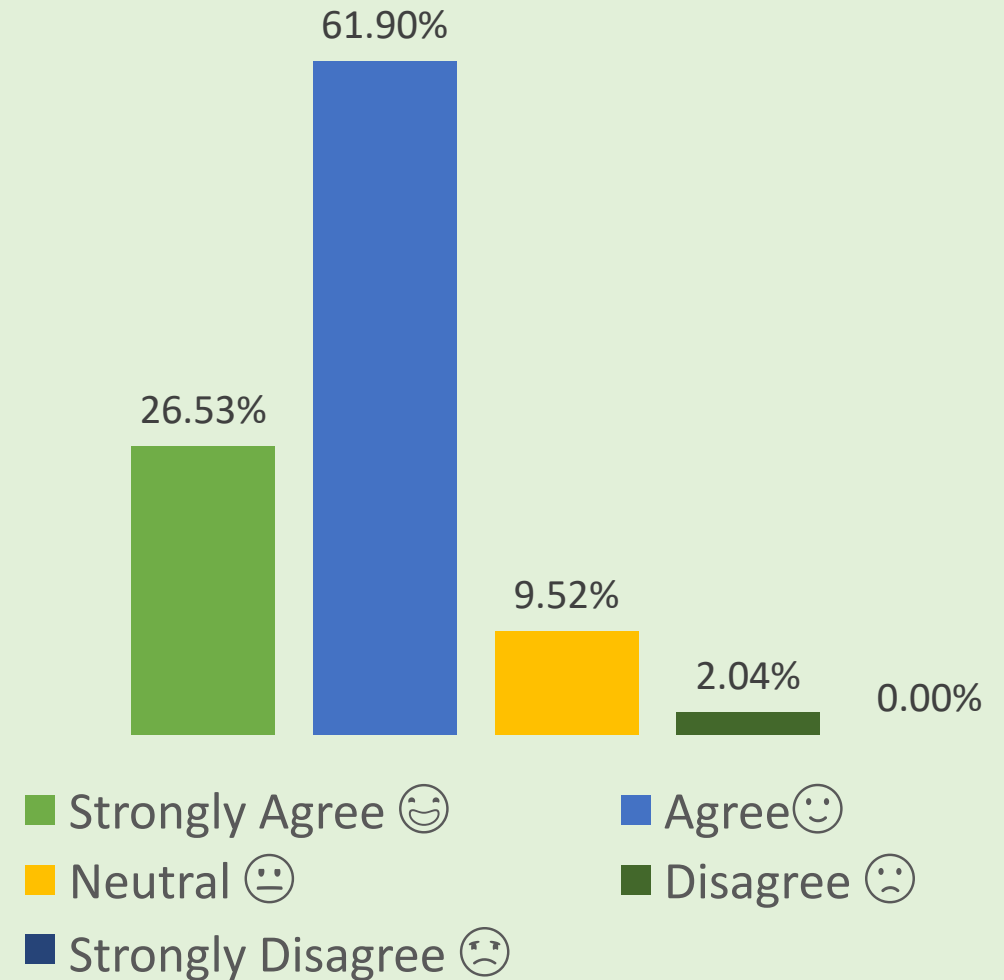


- Very satisfied 😊
- Satisfied 😊
- Neutral 😐
- Unsatisfied ☹️
- Very unsatisfied ☹️
- N/A

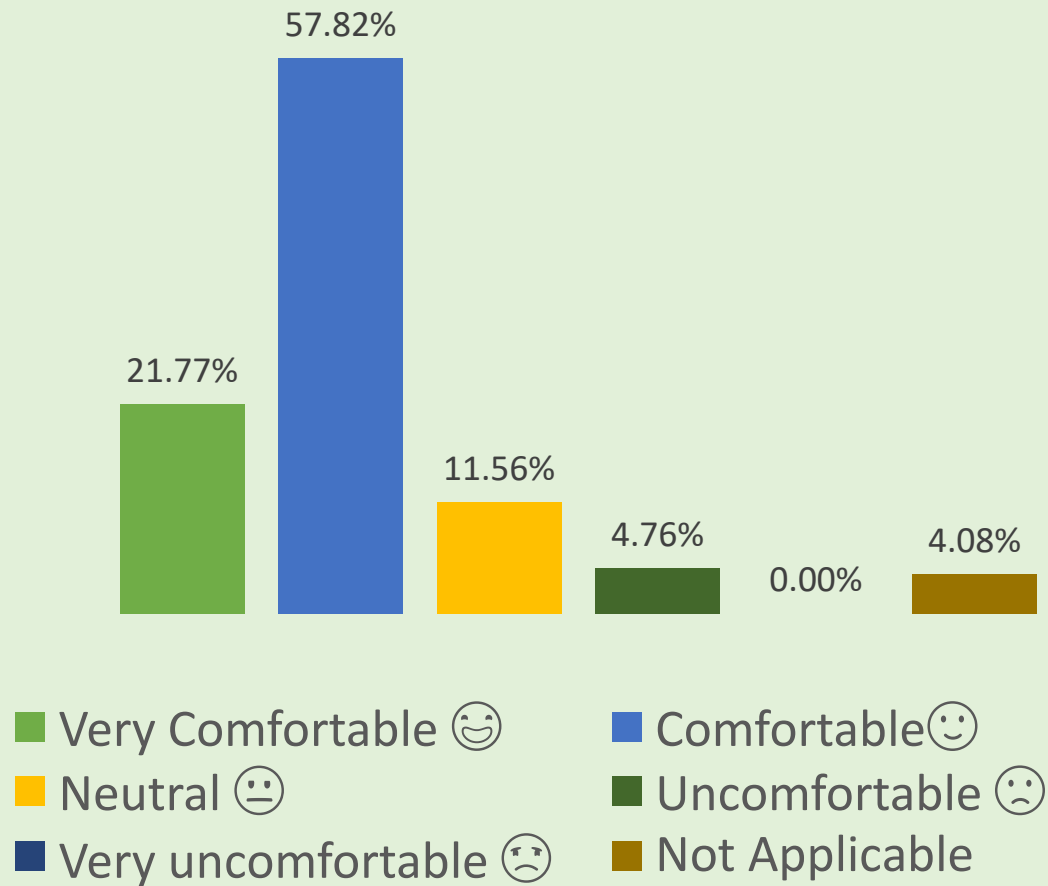
How satisfied are you with the emotional/psychological support provided?
(Social Worker, Spiritual care, etc.)



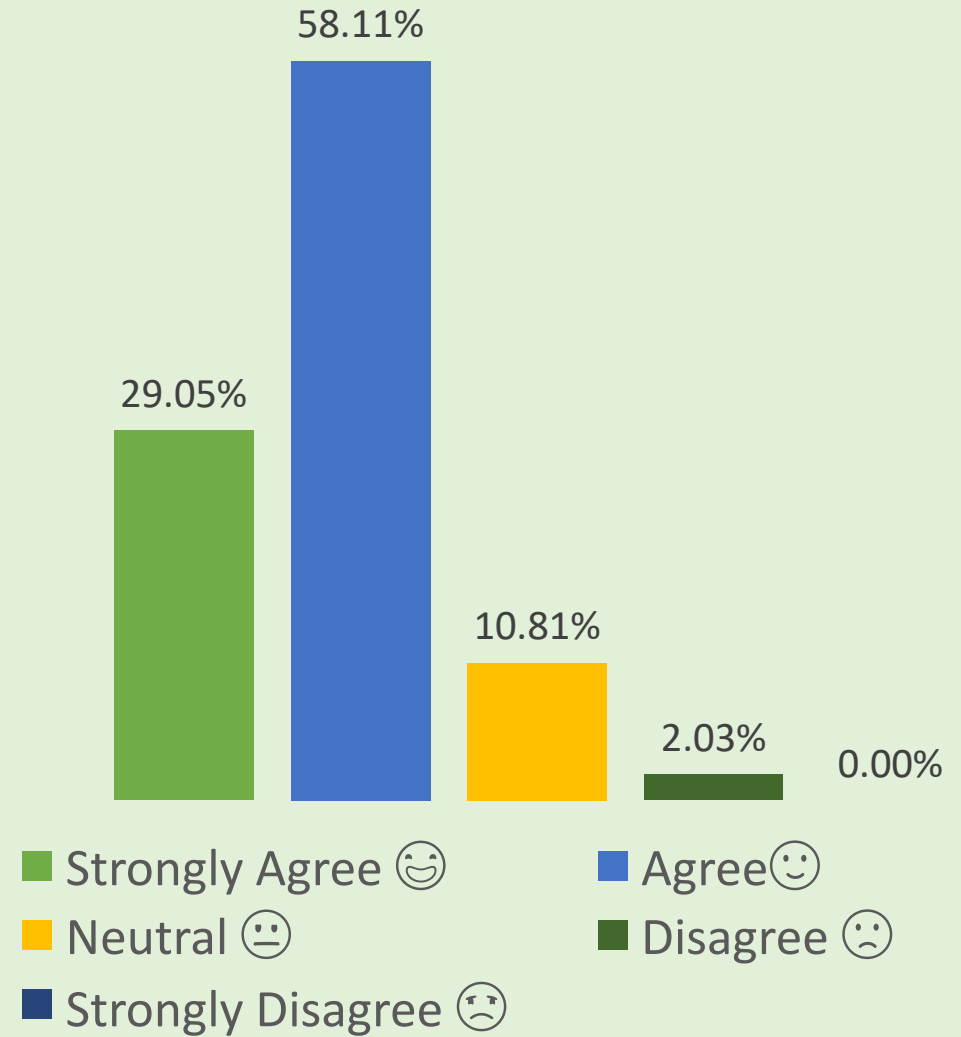
The staff are caring (for example, compassionate, friendly, and empathetic)?



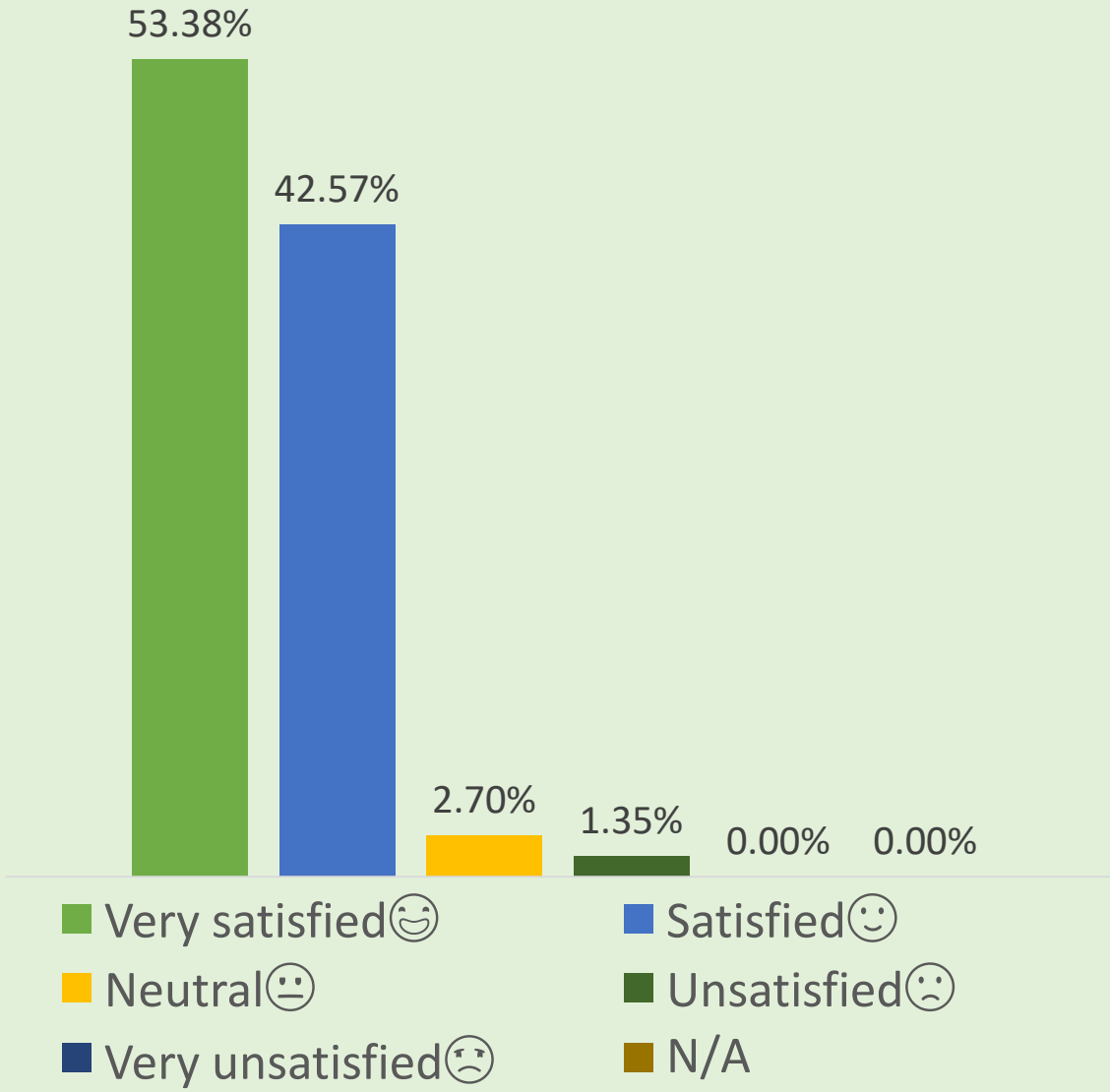
How do you feel when expressing your opinions to staff?



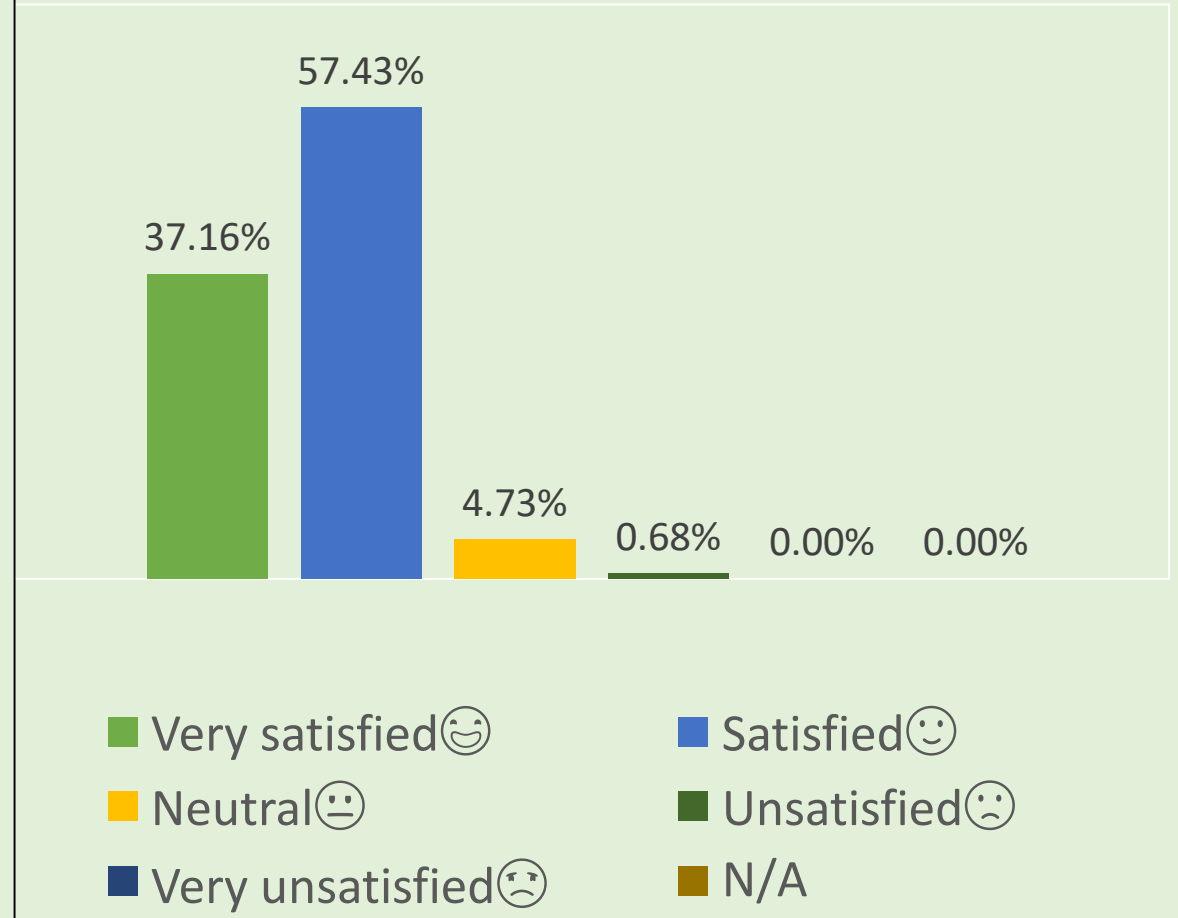
The staff respect my dignity and privacy



How do you feel about the cleanliness of Yee Hong?

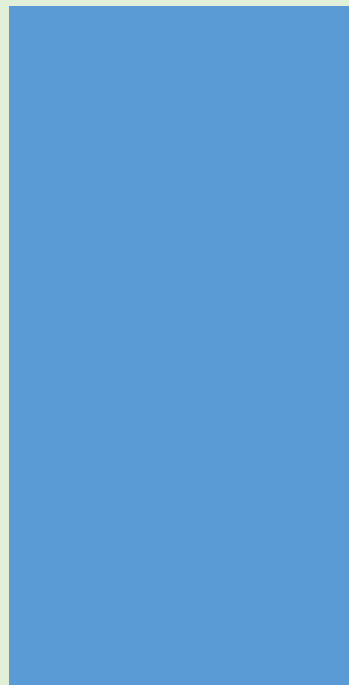


How do you feel about Yee Hong managing a pleasant odor in the facility?



Rate the overall quality of care provided at Yee Hong? *10 point scale

8.5



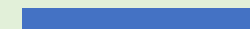
Average Number

Would you recommend Yee Hong to others? Why/Why not?

97.10%



2.90%



Yes No