



Client Survey Report 2022

Who completed the Survey?

33% of returned surveys were completed by Clients

61% of returned surveys were completed by Caregivers

6% of returned surveys were completed by the Client & Caregiver

Total Surveys Sent

106

Total Completed Survey Returned

48



What Program Does the Client Attend?

42% Daybreak

31% Vitality

27% Connections

How long has the client been attending ElderCare Edmonton?

42% Less than a year

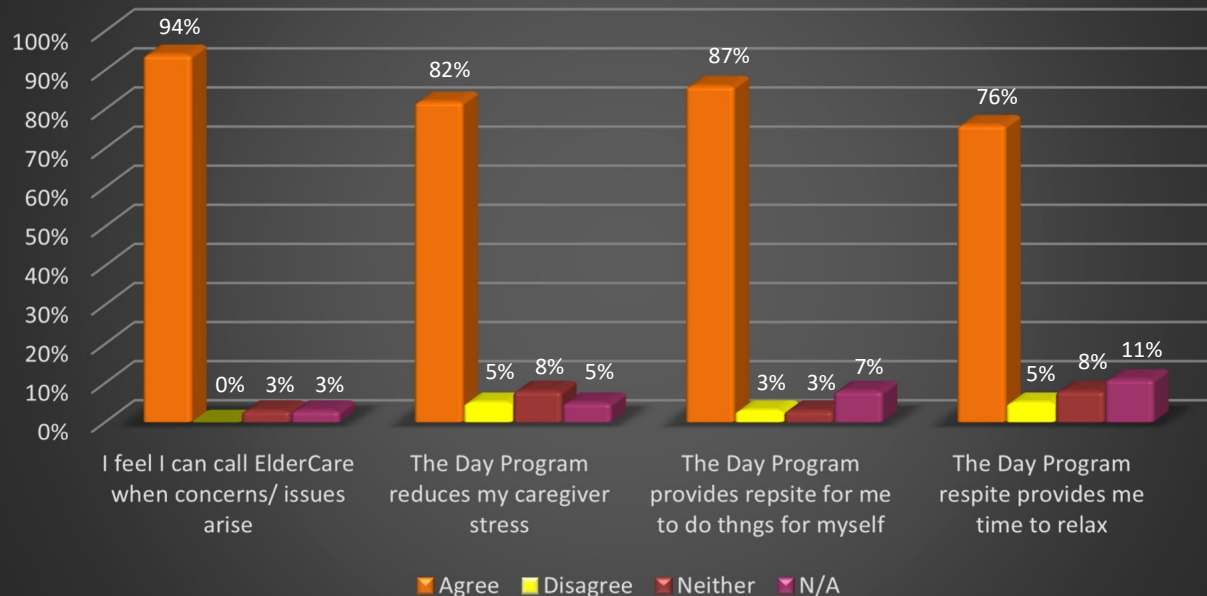
10% 1-3 Years

23% 3+ years

25% Unknown

Caregiver Survey Results

2022 Caregiver Support Survey Results



" My husband likes the warm, caring attention he receives from the staff. As a caregiver, I appreciate knowing what activities are happening and I am very grateful to all the caring staff members."

"Caregivers need the time away from clients, and the program is very helpful in providing this."

"I am grateful for this program. I am burnt out and grateful my loved one gets breaks from me and vice versa."

" I enjoy meeting with other caregivers to share our stories about our loved ones."

In-Person Client Survey Responses

After attending the ElderCare Edmonton Day Program:

I feel happier:

Agree— 91%
Disagree— 2%
Neither— 7%
N/A— 0%

" I enjoy the whole day, it is a good program and it gives me time out for me."



I feel more connected with others:

Agree— 84%
Disagree— 0%
Neither— 14%
N/A— 2%

I have increased confidence:

Agree— 70%
Disagree— 2%
Neither— 23%
N/A— 5%



I feel involved in something meaningful:

Agree— 96%
Disagree— 0%
Neither— 4%
N/A— 0%

I have maintained or improved in my cognitive abilities:

Agree— 70%
Disagree— 5%
Neither— 23%
N/A— 2%

"The program allows me to be socially active."

I have maintained or improved my mobility:

Agree— 72%
Disagree— 0%
Neither— 17%
N/A— 11%

"My favorite thing about the program is the way the staff treat us. I enjoy participating in all activities, especially trivia, shooting gallery, horseshoes, golf and entertainment."

In-Person Client Survey Responses

"I enjoy getting to know more people."

Program Deliverance:

The programs are engaging and interactive:

Agree— 98%
Disagree— 0%
Neither— 2%
N/A— 0%



Programs are offered in a safe and positive environment:

Agree— 95%
Disagree— 0%
Neither— 0%
N/A— 5%

Programs are offered with client Well-being and safety in mind:

Agree— 100%
Disagree— 0%
Neither— 0%
N/A— 0%

"I enjoy the art, crafts, singing music and reading. The program is perfect!"

"My favorite activity is going for walks with friends and staying active."

The program staff are well prepared, welcoming and deliver programs effectively:

Agree— 98%
Disagree— 0%
Neither— 2%
N/A— 0%

The activities offered help me meet my program goals and needs:

Agree— 86%
Disagree— 0%
Neither— 7%
N/A— 7%



The programs helps me maintain my independence:

Agree— 78%
Disagree— 0%
Neither— 15%
N/A— 7%

"The thing I enjoy most about attending ElderCare is anything that sparks laughter or a smile."

Well-Connected Client Survey Responses

After attending the Well-Connected Virtual Day Program:

I feel happier:

Agree– 82%
Disagree– 6%
Neither– 6%
N/A– 6%

I feel more connected with others:

Agree– 82%
Disagree– 6%
Neither– 6%
N/A– 6%

I have increased confidence:

Agree– 76%
Disagree– 12%
Neither– 0%
N/A– 12%

I feel involved in something meaningful:

Agree– 88%
Disagree– 6%
Neither– 0%
N/A– 6%

**I have maintained or improved
in my cognitive abilities:**

Agree– 58%
Disagree– 6%
Neither– 30%
N/A– 6%

I have maintained or improved my mobility:

Agree– 71%
Disagree– 0%
Neither– 23%
N/A– 6%

"Well -Connected was great for clients during the lockdown. It gave us support and encouragement."

Well-Connected Client Survey Responses

Program Deliverance:

The programs are engaging and interactive:

Agree– 88%
Disagree– 0%
Neither– 0%
N/A– 12%

Programs are offered with client well-being and safety in mind:

Agree– 94%
Disagree– 0%
Neither– 0%
N/A– 6%

The program staff are well prepared and welcoming :

Agree– 100%
Disagree– 0%
Neither– 0%
N/A– 0%

The activities offered help me meet my program goals.

Agree– 94%
Disagree– 0%
Neither– 0%
N/A– 6%

The program helps me maintain my independence:

Agree– 82%
Disagree– 0%
Neither– 6%
N/A– 12%

The virtual program is easy to access and use:

Agree– 77%
Disagree– 0%
Neither– 0%
N/A– 23%

" My loved one really enjoys the virtual programing."

2022/2023 Quality Improvement Plan

This year's client/caregivers' survey results indicated a strong response from client and caregivers expressing their gratitude and appreciation for the resumption of in person programming. The survey results offered commendations, relative feedback and suggestions to enhance our in person and virtual programming.

Eldercare started off the year with the pandemic still very much amongst us, with many measures in place to keep one another safe and healthy. Our program staff continued to support our clients from a distance, with wellness calls and virtual programming such as Well Connected in collaboration with Caregivers Alberta.

During this time, we worked toward enhancing our online programming through increased cognitive programming trivia, physical activity (seated exercise), and entertainment. ElderCare purchased 9 new tablets that worked in co-ordination with smart board technology to enhance clients virtual and in person programming experience. In this year's survey results, clients expressed their appreciation and enjoyment for the exercise program on Well-Connected.

Wellness calls enabled our staff to remain connected with clients and gave our staff the opportunity to further connect with caregivers and families.

After a long awaited 15-months, in July of 2021, ElderCare Edmonton once again opened our doors to offer in person Day Program Services. The changing Covid-19 virus and power of vaccinations provided us with the ability to finally re-connect our clients with one another and with our day program staff. The resumption of programs also returned much needed respite services for many of our caregivers.

Resumption of in person participation meant changes to our usual way of providing day programs. Measures such as individual table seating, removal of communal items, new wipeable reclining chairs for client use, use of masking, isolation spaces, entrance screening as well as increased cleaning protocols were put in place for the health and safety of all. While our start back was small with just a few clients returning in the first few weeks, that number continued to grow over the remainder of the year.

ElderCare continues to offer Well-Connected Virtual Programming once a week and Wellness calls to clients who have not yet returned to in person programming.

The ongoing virtual program has also established an online program that connects our three-Day Program locations for group programming once a week.



2022/2023 Quality Improvement Plan

In 2022/2023 ElderCare looks forward to re-connecting with all our client and caregivers in-person, as we return to a new normal. We are excited about the challenges and positive advancements that lie ahead for our programs.

We will continue working to provide increased feedback to families regarding client's goals and progress at the program. We were very pleased to see that 86% of clients surveys this year felt the activities offered at ElderCare Edmonton helped them reach their program goals. ElderCare will continue to explore new means to provide feedback to families, as well as to ensure families have the information, they need to feel supported and informed. Once safely able to do so, we also look forward to returning larger in person events for clients, caregivers, and families.

ElderCare Edmonton will strive to increase community engagement, awareness and remain connected with other non-profit organizations to contribute in collaborative community projects and provide additional resources for our clients and caregivers. We will focus our efforts on staff development to ensure our staff have the necessary tools, education, and skills to support the ever-changing needs of our clients.

Purchasing new technological equipment will continue to enhance virtual and in-person programs including the purchase of a Tovertafel for Day Program use. Tovertafel technology is powered through the use of infrared technology using a high-quality projector, infrared sensors, a speaker and a processor to provide projected interactive table games developed based on research by healthcare teams, and seniors living with a cognitive impairment. ElderCare hopes to continue exploring future funding options for a looping system installation, focussing on those with hearing impairments, additional options for therapeutic programming such as art or music therapy, increased opportunity for entertainment and purchases of additional program equipment for program delivery.



Looking back at the challenges of the past 2 years and the obstacles we overcame; we look forward with excitement for all 2022-2023 has in store here at ElderCare Edmonton.