

2023 Client & Caregiver Engagement Survey Report



ElderCare Edmonton Society for Adult Day Programs
12122 68St NW, Edmonton, AB
September 5, 2023

Purpose and objectives of the Client & Caregiver Engagement Survey

Background

ElderCare Edmonton Adult Day Programs supports the independence and health of over 120 clients, and their caregivers. Our programs play a key role in allowing individuals to age in place, by optimizing their physical, spiritual, social, cognitive, and emotional well-being. Adult Day Programs also provide respite and education for caregivers through person-centered care.

The importance of person-centered care through Adult Day Programs is affirmed by ElderCare's Vision, Mission, and Values statements.

Our Vision

Meaningful living for all seniors.

Our Mission

To strengthen seniors' and their caregivers' independence and quality of life through excellence in recreational programming.

Our Values

Teamwork, Caring & Empathy, Inclusion, Integrity, Fiscal Responsibility, and Individual Worth.

Purpose and objective

The 2023 Client & Caregiver Engagement Survey is intended to provide participants and their caregivers an opportunity to provide feedback about ElderCare programs. This provides beneficial insight into how ElderCare can continue to adapt to changing needs in the community and assists in understanding how to best support the success of our programs through the experience of clients and caregivers. The survey is based on the Six Senses Framework (Nolan et al., 2002) which categorizes quality of life based on the following feelings:

- **Security**, to feel safe physically, emotionally, and psychologically.
- **Continuity**, to receive services that are consistent.
- **Belonging**, to experience reciprocal relationships and feel part of a community.
- **Purpose**, to engage and enjoy meaningful activity, to have valued goals.
- **Achievement**, to develop and meet goals focusing on physical and mental well-being.
- **Significance**, to feel recognized and valued.

Methodology

The collection period for responses was August 1-29, 2023. Initially, clients who receive electronic invoices were sent an online link to the survey, while clients who receive paper invoices received a paper survey. However, following low response rates, paper copies were provided to clients after about one week of release.

Each Survey question utilized a 3-point scale with choices for “agree”, “neutral”, and “disagree”. Specific client and caregiver comments have been grouped into categories with the number of times comments appeared next to each point. Additionally, all comments have been provided at the end of the report, with identifying information removed.

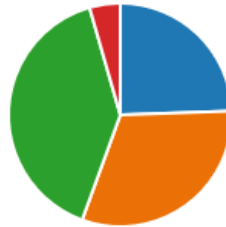
If applicable, participants were encouraged to complete this survey with a caregiver as our programs strive to support both clients and caregivers alike. Participation by both participants & caregivers was markedly higher in 2023 than in past years, and responses based on program site have remained relatively stable.

Number of surveys requested: 126 Number of surveys returned: 45

2023 completion rate: 36% **2022 completion rate: 45%** **2021 completion rate: 32%**

1. Who is completing this survey?

● Participant	11
● Caregiver	14
● Both	18
● Other	2



2. In which program do you participate?

● Connections - Fulton Place	11
● Daybreak - Westend Seniors	18
● Vitality - Central Lions	16



2021 survey responses: 40% Participants, 43% Caregivers, 17% Both

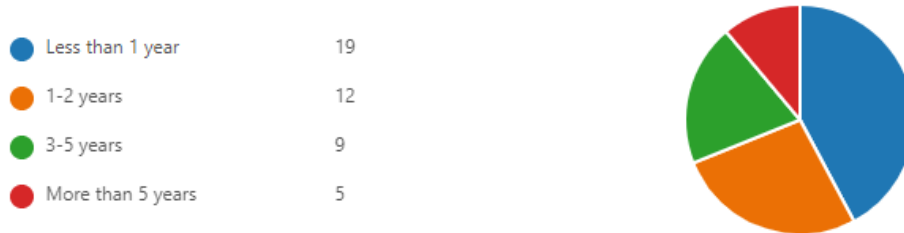
2022 survey responses: 33% Participants, 61% Caregivers, 6% Both

2023 survey responses: 24% Participants, 31%, 40% Both

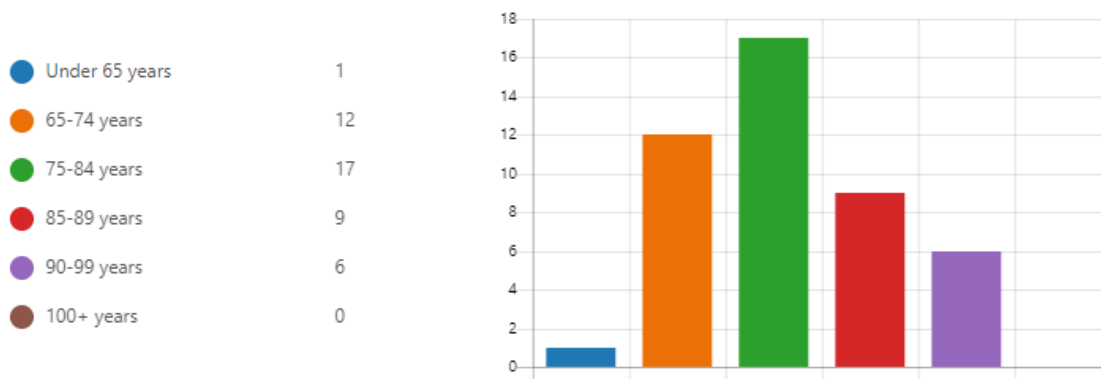
Client Demographics

Age and gender are new additions to the client survey, however 2023 responses regarding length of time spent in the program are in line with previous surveys.

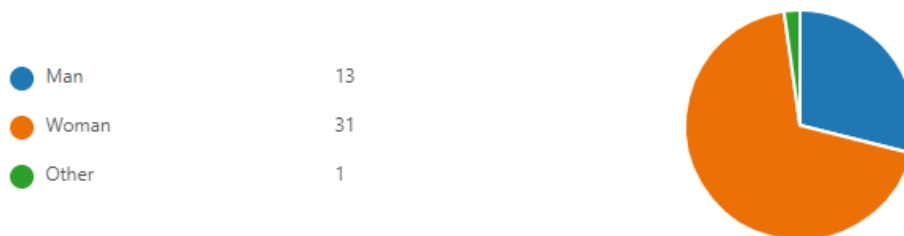
4. For how long have you attended ElderCare Edmonton programs?



5. Age: In which age category do you fall?



6. Gender: How do you identify?



2021 length of attendance: <1 year 42%, 1-3 year 10%

2022 length of attendance: 1-2 years 40%, 2-5 years 23%, 5+ years 7%

2023 length of attendance: <1 year 42%, 1-2 year 27%, 3-5 years 20%, 5+ years 11%

Client Demographics – continued

For the first time, language and identity information was sought through the client survey.

Language

95% of respondents indicated that they are most comfortable using English, but many other languages were also identified as ones where the participant is comfortable:

- Gujarat/Gyjarti (2)
- German (2)
- French (2)
- Italian (2)
- Spanish (1)
- Hindi (1)
- Cantonese (1)
- Dutch (1)
- Filipino (1)
- Ukrainian (1)

Marginalized Groups

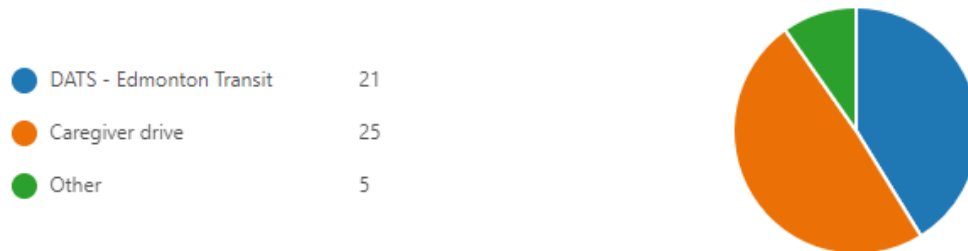
When asked whether participants consider themselves part of a marginalized group, there were few responses:

- Unclear (2)
- Health/Dementia (2)
- Visible minority (1)
- Canadian newcomer (1)
- Woman (1)

Transportation

Respondents indicated that they are primarily driven to the program by a caregiver or use DATS, with the remainder indicating other private transportation arrangements.

3. What kind of transportation do you use to attend our program? (Select all that apply.)

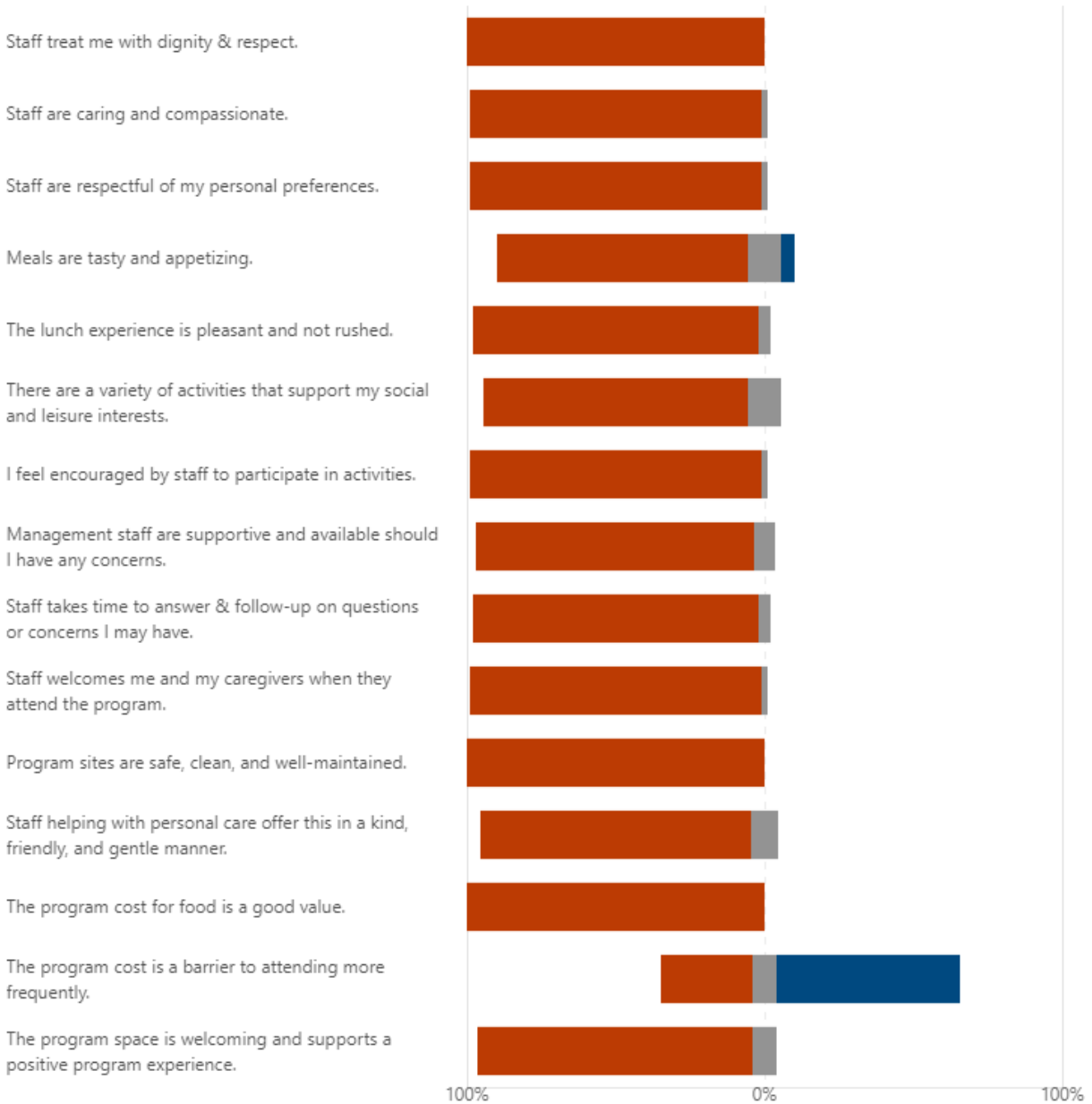


Staff & Program

In line with past years' surveys, respondent responses indicate a positive program experience. A new question in 2023 asked about cost as a barrier to participation, with 31% of respondents indicating that they feel cost is a barrier.

9. Please identify whether you agree, disagree, or have a neutral opinion about the following statements.

■ Agree ■ Neutral ■ Disagree



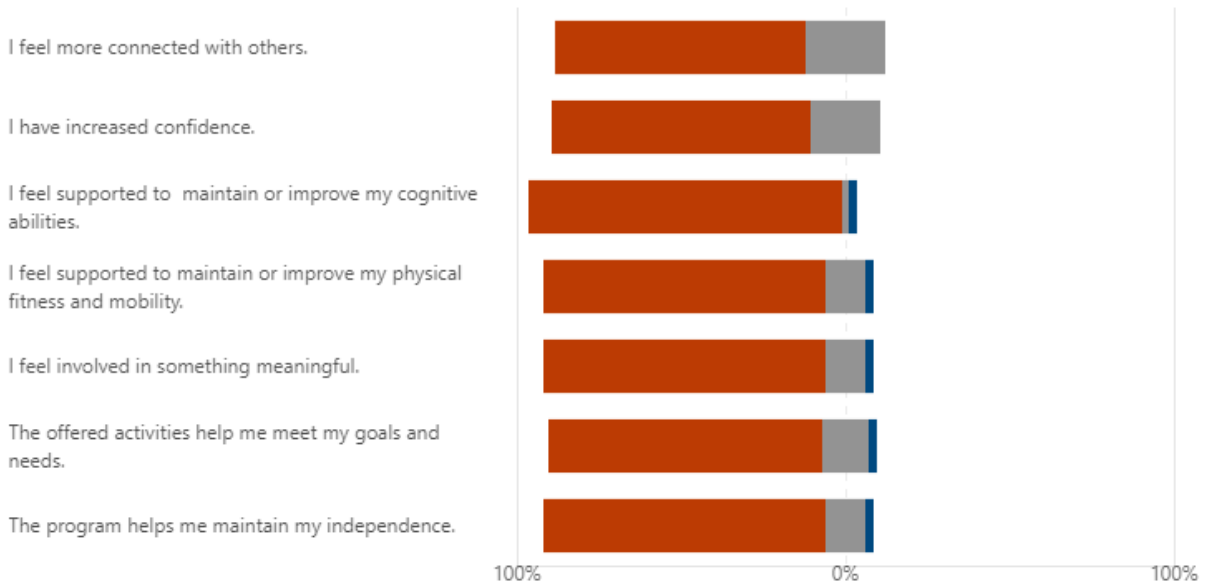
Personal Goals

In line with previous surveys, participants feel their goals are supported through their participation in the program.



10. Adult Day Programs are intended to support the independence, social needs, physical fitness and mobility, and cognitive health of participants. Please identify whether you agree, disagree, or have a neutral opinion about the following statements related to feelings after attending the Day Program.

■ Agree
 ■ Neutral
 ■ Disagree



Program Comments (Positive)



"I always feel welcome."

"There is a lot of fun when we are all together..."

"[Staff] are always happy to see me and make me feel welcomed."

When asked how ElderCare is exceeding expectations, the most common response included references to staff performance, followed by the program experience, and other more specific feedback:

- Staff kindness, patience, professionalism, etc. (15)
- Programming (3)
- Clients looks forward to attending (2)
- Interactions with other clients (2)
- Food (2)
- Dietary accommodations (1)
- General feedback (1)
- Religious accommodations (1)
- Crafts (1)
- Personal progress (1)
- Prizes (1)

Program Comments (Constructive)

“I find some of the activities boring for my cognitive level. Also, I find the physical activities too easy for my fitness level.”

When asked where ElderCare did not meet expectations or how we could improve our programs, the most common responses referenced improving programming through improved physical activity opportunities and cognitive-based activities. Food quality was a noted concern, as were other more specific comments:

- Need more physical activities (3)
- Food quality (3)
- Difficulty of physical activities too low (2)
- Difficulty of cognitive activities too low (2)
- Need more cognitive activities (2)
- Difficulty hearing or programming is too loud (2)
- Too much down time (1)
- Use of outdoor time too limited for more physically able clients (1)
- Increased communication with caregivers (1)
- Activities too challenging (1)
- Should offer tv news (1)
- Should offer field trips (1)

Communication

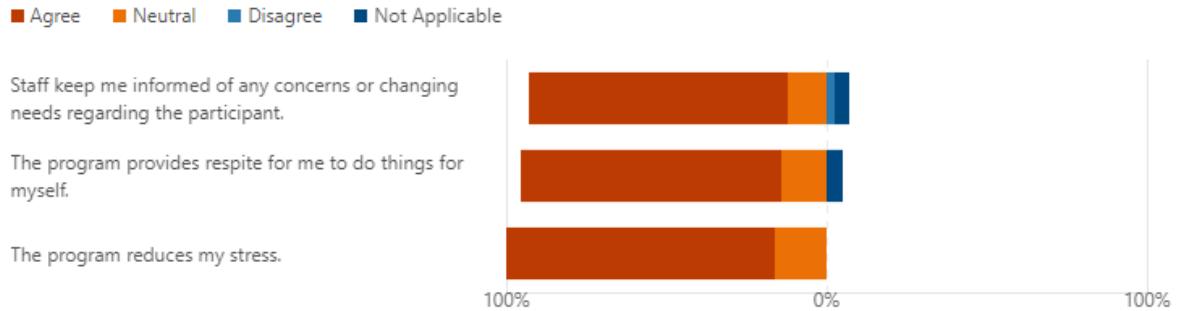
When asked about the type(s) and frequency of communication, feedback was mixed with a slight preference for more frequent communication:

- Happy with current levels and type(s) of communication (4)
- Would like more frequent communication (3)
- Prefer email (2)
- Prefer email or phone calls (1)
- Prefer phone for urgent matters only (1)
- Prefer email more frequently, approx. monthly (1)
- Unreliable information provided (1)

Caregiver Experience

In line with responses from previous years' surveys, caregivers report that ElderCare programs support their wellness.

14. Adult day programs also provide respite and support for caregivers. If applicable as a caregiver, please identify whether you agree, disagree, or have a neutral opinion about the following statements,



"It's a great program and we are so happy to have our mom be a part of it. It gives her purpose and she always enjoys it."

"This is a perfect program for mom and for me, thanks to the team for the great work they do!"

"I am so pleased that my mom has this program to look forward to every week! It gives me that day to concentrate on myself and appointments I have...with no worries about my mom."

"My father is always bright and alert after programming session. Thank you for being so compassionate."

When asked for feedback about the caregiver experience, respondents most heavily indicated that they have positive experiences with the program:

Positive comments

- General positive (13)
- Client experience (11)
- Staff experience (5)
- Appreciate caregiver respite (4)
- Feel like client is safe at program (3)
- Support for DATS service (1)

Constructive comments

- General comment about not knowing daily activities due to client limitations (3)
- Provide calendar of activities (2)
- Provide lunch details (1)
- Accommodate hearing difficulties/seating (1)
- Provide more cognitive activities (1)
- Provide more challenging activities (1)
- Involve client in follow-up client reviews (1)
- Visually more clear communications (1)

Written Comments

All comments, with personal identification redacted, are listed in the following.

Question 11. Please advise where we are exceeding your expectations.

Answers:

1	She always looks forward to going to the program and speaks positively about it. She appreciates that the staff accommodate her when it comes to dietary restrictions and her religious beliefs.
2	Great programming, a variety of activities done every session. Although Mom not usually keen on crafts it is great to see those activities, related to the day's theme, being worked in as well, they are so cute! All staff very kind, caring, calm and professional, big kudos!
3	Getting small prizes, cookies etc to bring home.
4	Kindness, caring and patience
5	None.
6	N/A
7	They take the time to talk with me and answer any of my questions. In confidence.

8	N/A - I started the program in June.
9	I like the games of bowling, ring toss, bingo but I find it difficult to hear: stories & music lovely but too loud. Her voice echoes inside the room; it is better, clearer when librarian reads outside.
10	Somewhat
11	I really enjoy the staff; friendly & welcoming. The other participants are also very nice. He loves the lunch given.
12	Don't know.
13	The staff are very positive.
14	It is my mom's outing out on Thursdays.
15	I always feel welcome.
16	Making him feel like family
17	The staff have always been kind, helpful and responsive to any queries.
18	Lunch is wonderful.
19	The staff is very helpful.
20	Yes, I feel I've become more open and interested!
21	There is a lot of fun when we are all together, have fun with the staff and interested of all the things we do.
22	Everything is good.
23	N/A
24	Welcoming, personal service, helpful.
25	The compassion and the kindness of the staff. They are always happy to see me and make me feel welcomed.
26	The quality of all staff - their kindness, caring, help offered to those who need it, whether due to physical or cognitive difficulties. They do a great job!!

12. Please advise where we did not meet your expectations or how we could improve our programs.

1	Nothing we can think of at this time.
2	Need more physical excersize time and cognitive time.
3	My mother is happy coming to this program twice a week. We don't have any complains.
4	I find at times we are sitting waiting for things to do.
5	N/A - I am new to this program.
6	1. Amplified music on piano hurts my ears - others too, but they are timid to express their concern. more gentle, quiet please. 2. The level of education or intellect required is sometimes pitched too low e.g., repeated praise calls of "good job, good job" - come across as childish sometimes. We are not in kindergarten, are we? still, we appreciate your enthusiasm. 3. Meals were good when I started in February 2023, but later declined in quality. Desserts of white, icing donuts offer no nutrition, no fiber. Summertime is high season for local vegetables, BC fruits - please offer a bowl/ to select. Bread - please offer option of multigrain, brown; not always white. Yet brownie+ whip cream was delicious.
7	I find some of the activities boring for my cognitive level. Also I find the physical activities too easy for my fitness level. Is there any way to break up the clients into 2 different groups based on ability rather than gender? That way we could utilize the outdoor facilities for the more mobile group.
8	Please let me know if he takes part in exercises and walks. He needs to stay mobile.
9	No
10	Nothing at this time.
11	More interesting things to do.
12	It's hard to get my mom to do the physical activities.
13	No comment.
14	Did not meet our expectation on physical activities so we were offered a different program!!
15	Everything is fine.

16	I sometimes feel a little behind, and try harder.
17	I am satisfied.
18	All is good.
19	T.V to watch the news. Field trips
20	Meal served.
21	Everything has been great.
22	N/A

Question 13. In terms of communication, what types of communication do you or would you most appreciate? (Regarding schedules, billing, etc.) Are you interested in more frequent communication?

Answers:

1	Email with her Caregiver is the best method, and a phone call to the Caregiver for more urgent matters.
2	Email— perhaps monthly?
3	Email and frequency is ok
4	Emails work
5	Email or phone calls
6	Communication is fine as it is.
7	Yes
8	Yes, we would like to have you communicate with us once a month on my mother behaviour.
9	Yes, a schedule sent to my caregiver would be appreciated.
10	Ok so far
11	Thank you, [redacted] & [redacted], for your caring, attentiveness and responses.
12	e-mail copy of activities for the month

13	Would like to receive the monthly schedule ahead of time by e-mail
14	I miss getting the monthly schedule of activities. Sometimes if there is an entertainer in the afternoon I would come.
15	Bingo
16	No, everything is fine as is.
17	Not necessary.
18	Would be nice if one got the correct information when inquiring, not being told one thing by this one & something entirely different by the next one.
19	Getting my calendar at month end.
20	Yes, more-maybe a schedule with the bill. My mom doesn't bring it home it seems.
21	Current is all that is required (more not needed and frequently is ok)
22	Appreciate receiving pictures
23	We are fine as is.
24	The staff is very helpful.
25	I find good ideas, and find the good ideas make me want to keep learning.
26	I am interested in more frequent communications.
27	No
28	Prefer email.
29	Everything is good regarding schedules & billing. Yes more frequent communication would be nice.
30	Email of program or give copy at beginning of month to know when it is closed.
31	N/A
32	All good.
33	Like the phone reminders - emails and texts would be okay to receive as well.

34	Communication seems adequate.
35	N/A

Question 15. As a caregiver, do you have any comments about how you're supported by our programs or how we could do better?

Answers:

1	Is there a schedule of activities available or some kind of program via paper or email? That would be nice.
2	This is a perfect program for mom and for me, thanks to the team for the great work they do!
3	I am happy that he enjoys attending your program
4	Time on my own is appreciated.
5	I feel confident that my husband is well cared for while I have respite time.
6	Ok. Keep up the good work.
7	My mother is happy with your program and likes coming to the center.
8	Would love a schedule mailed out perhaps. I am interested in knowing about the lunch. What are they eating?
9	We are new to this program. But so far, my wife [redacted] seem to enjoy the program.
10	With her vision and hearing, please seat her at regular place near enough to the front with her new friends. Thank you for all your fine efforts. Our comments are intended constructively, not to criticize. Sincerely [redacted]
11	More cognitive activities
12	[redacted] attends Fulton on Tuesdays. I have found it is better for me not to ask him what he does there or even what he had for lunch because he does not remember.
13	RE: [redacted]. When I pick her up after the program she does not remember anything that happened. So it is not possible for me to answer your survey with any accuracy. But she seems happy. Sorry!

14	Everything is wonderful. My dad is happy here, that makes me happy.
15	Thank you for providing this program. [redacted] enjoys it even though he can't recall the activities of the day!
16	She would like the program to provide more interesting things to do. She feels the program now is somewhat boring for her. How I'm prove I'm not sure.
17	It was good to sit down & talk & listen to my mom's report card. Other years, it seemed to be on the phone. I'm not sure how the staff will do her new goal of more physical movement. Maybe have the client to sit & be involved a little in their goal. Thank you for supplying help with our family.
18	I appreciate my time off! and my interaction is stress free. (my own so-called respite has not been a good experience. In fairness, the managers are making effort to improve the outcome).
19	Thank you for your continued support
20	Knowing [redacted] is cared for and supported during the day while she attends the program. Her needs are met by socializing, involving with meals, exercising & us knowing she is safe.
21	[redacted] is very approachable and genuinely concerned for me and the client!!
22	Thank you for all your help. The program is helping [redacted]. You are doing great job. [redacted] like all the staff. - [redacted]
23	Use a larger font please.
24	I appreciate the opportunity to have a day for appointments and a day of respite.
25	I am so pleased that my mom has this program to look forward to every week! It gives me that day to concentrate on myself and appointments I have...with no worries about my mom :)
26	Taking care of DATS changes is much appreciated.
27	The ladies are very helpful and I appreciate their caring.
28	Looking after mom well while attending program.
29	The staff always lets me know when my mother has had a problem of any kind. It is greatly appreciated.

30	I think overall the program is excellent. It helps the needs of both participant and caregiver.
31	My father is always bright and alert after programming session. Thank you for being so compassionate.
32	Staff always willing to listen and give suggestions in certain situations.
33	Its a great program and we are so happy to have our mom be a part of it. It gives her purpose and she always enjoys it.