



# Client Survey Report

## 2021

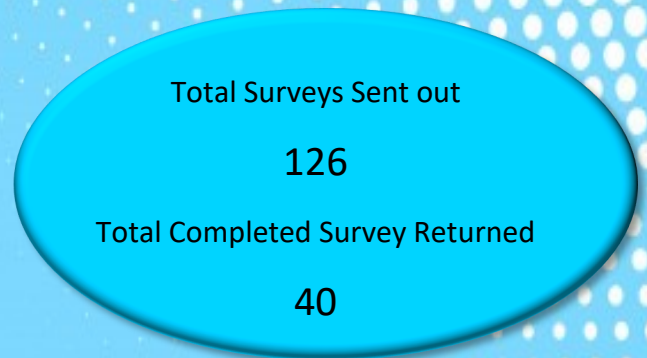


## Who completed the Survey?

40% of returned surveys were completed by Clients

43% of returned surveys were completed by Caregivers

17% of returned Surveys were completed by both Client and Caregiver



## Which program does the client attend?

40% Daybreak

20% Vitality

23% Connections

17% Unknown

## How long has the client been attending ElderCare Edmonton?

40% 1-2 years

23% 2-5 years

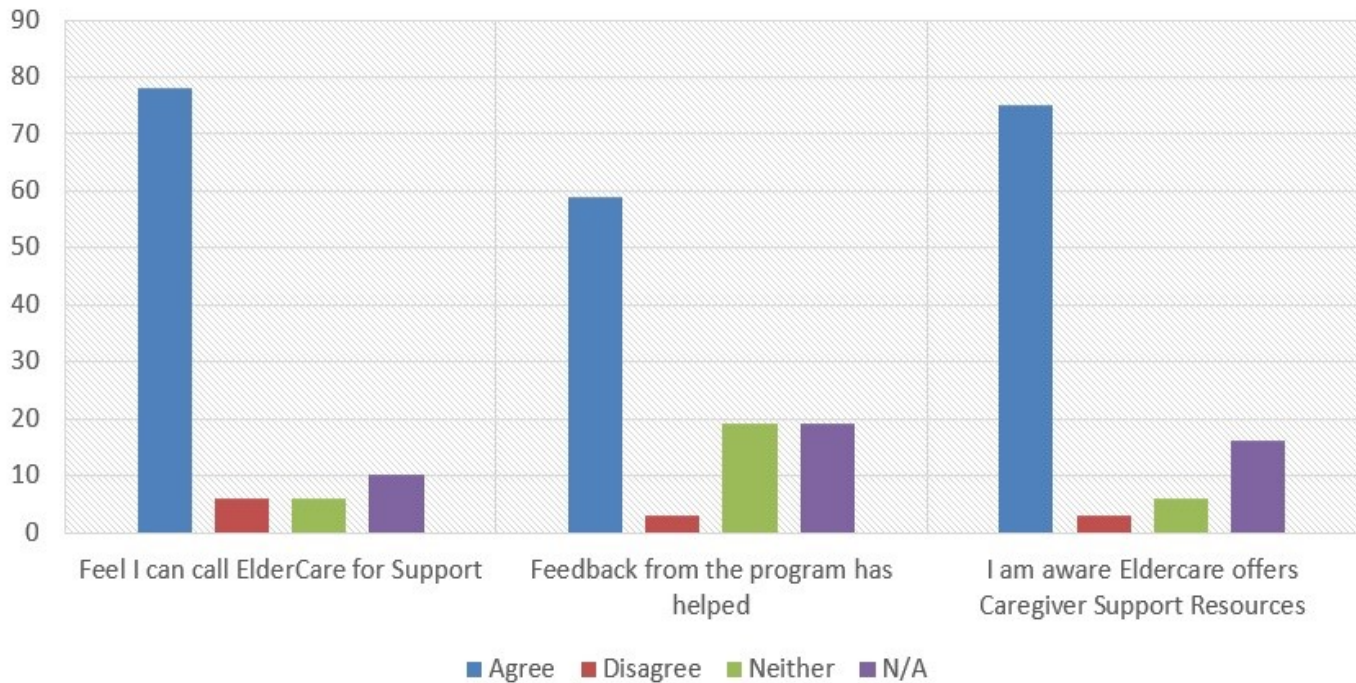
7% 5+ years

30% Unknown



# Client/ Caregiver Survey Results

## 2020 Cargiver Support Survey Results



“As a Caregiver, I am so thankful to even have a few hours a week to be me!”

“The staff have been very supportive and demonstrated caring towards my husband and myself.”

“The Staff have been very supportive and demonstrated caring towards us.”

“My Father loves both the staff and your program, you are really wonderful.”

# Client Survey Responses- Well-Connected

After participating in the Well-Connected Program:

**I am happier:**

Agree– 96%

Disagree– 0%

Neither– 4%

N/A– 0%

**I am less depressed:**

Agree– 70%

Disagree– 0%

Neither– 11%

N/A– 19%

**I feel less Isolated:**

Agree– 81%

Disagree– 4%

Neither– 11%

N/A– 4%

**I have seen improvement  
in my cognitive abilities:**

Agree– 41%

Disagree– 7%

Neither– 37%

N/A– 14%

**I have increased  
confidence:**

Agree– 70%

Disagree– 0%

Neither– 11%

N/A– 19%

**I have seen improvement  
in my physical abilities:**

Agree– 63%

Disagree– 11%

Neither– 15%

N/A– 11%

**The program content is engaging  
and interactive:**

Agree– 96%

Disagree– 0%

Neither– 0%

N/A– 4%

**The program contains a variety of  
subject matter:**

Agree– 92%

Disagree– 0%

Neither– 4%

N/A– 4%

# Client Survey Responses Well-Connected

**Staff are prepared, knowledgeable and deliver programs effectively:**

Agree– 96%

Disagree– 0%

Neither– 0%

N/A– 4%

**The registration process is quick and easy:**

Agree– 89%

Disagree– 0%

Neither– 7%

N/A– 4%

**The platform (Zoom) is user friendly:**

Agree– 58%

Disagree– 4%

Neither– 19%

N/A– 19%

“This program is a life saver for me, I live alone and some days seem so empty. Therefore being able to look forward to programming is very important.”

“He really likes the physical exercises.”

“Music sing-songs, quizzes and travel are fun.”

“ElderCare and the staff are AMAZING!”

# Client Survey Responses– Wellness Calls

After receiving a Wellness Call from Day Program Staff:

**I am happier:**

Agree– 70%

Disagree– 0%

Neither– 15%

N/A– 15%

**I feel less Isolated:**

Agree– 64%

Disagree– 0%

Neither– 18%

N/A– 18%

**I am less depressed:**

Agree– 58%

Disagree– 0%

Neither– 21%

N/A– 21%

**I have increased confidence:**

Agree– 61%

Disagree– 3%

Neither– 21%

N/A– 15%

**I have seen improvement in my  
cognitive abilities:**

Agree– 42%

Disagree– 3%

Neither– 37%

N/A– 18%

“The phone calls help me to feel connected”

“We look forward to the weekly calls from  
staff.”

# Client Survey Responses- Wellness Calls

## Staff are friendly and easy to talk to:

Agree– 97%

Disagree– 0%

Neither– 0%

N/A– 3%

## Conversations are engaging and meaningful:

Agree– 85%

Disagree– 0%

Neither– 3%

N/A– 12%

## I am satisfied with the number of calls I receive in a week:

Agree– 91%

Disagree– 0%

Neither– 3%

N/A– 6%

“The calls enable me to explain that she is still part of the program. She is waiting for the telephone call telling her to come back .”

“The girls are so interested in what I have been doing.”

“My calls are pleasant and allow me to talk and share my day. A very lovely staff.”



# Client Survey Responses- Weekly Activity Book

After receiving/ completing the Weekly Activity Booklet:

**I am happier:**

Agree– 94%

Disagree– 0%

Neither– 0%

N/A– 6%

**I have increased confidence:**

Agree– 78%

Disagree– 0%

Neither– 0%

N/A– 22%

**I have seen improvement  
in my cognitive abilities:**

Agree– 61%

Disagree– 11%

Neither– 11%

N/A– 17%

**The program content is engaging  
and contains a variety of activities:**

Agree– 94%

Disagree– 0%

Neither– 0%

N/A– 6%

**Information pages are relevant and useful:**

Agree– 94%

Disagree– 0%

Neither– 0%

N/A– 6%

**I receive my Weekly Activity Book in a timely manner:**

Agree– 83%

Disagree– 0%

Neither– 11%

N/A– 6%

*“The Activity Book is awesome!  
So well put together.”*

*“The recipes are great.”*



# 2021/2022 Quality Improvement Plan

At ElderCare Edmonton, we strive to provide a welcome and safe environment for seniors to strengthen their quality of life through excellence in recreational programming. Our programs offer therapeutic recreation activities to enhance physical mobility, cognition, and offer social opportunities.

2021 has looked very different from previous years at the ElderCare Day Programs. In March 2020, Alberta Health Service advised that due to the unfolding COVID-19 situation and to reduce the risks associated with transmission, Continuing Care Edmonton Zone would be temporarily closing its onsite program attendance at CHOICE Day Centers & Adult Day Programs to protect client and staff safety. Our programs have remained closed for in-person programming still 1 year later.

Day Program staff have continued connecting with clients through wellness telephone calls, Weekly Activity Books, and a Well-Connected virtual Day Program to support our clients from a distance, socially and emotionally. Through these programs, staff are able to provide social engagement, cognitive activities, an exercise program, assess client needs, and provide information for additional community supports available.

With the closure of in-person programs, staff had the opportunity for education including training on Seizure First Aid, Red Cross Personal Protective Equipment Training, Fall Prevention, Mental Health in the Workplace and our annual CCHSS education. Staff education gives our staff the necessary knowledge to better support our clients ever changing needs. We also had the opportunity to clean and organized program spaces, implement new practices and complete program space renovations at Daybreak.

The ElderCare management team worked together and continues to work with their Day Program facility operators to develop a safe re-launch plan including COVID 19 screening, cleaning protocols, PPE kits for isolations and acquiring necessary PPE for re-opening. ElderCare Edmonton purchased new equipment for the Day Programs such as laptops, cell phones and additional tables to allow for social distancing upon resumption of programs.

# 2021/2022 Quality Improvement Plan

This year's client/caregivers' survey results indicated a strong response to resume in-person programs and offered feedback suggestions to enhance our new avenues of programming. ElderCare Edmonton plans to resume in person programs once safely able to do so and recognises the important role Day Programs have for our client and their caregivers. In the meantime, we will also work toward enhancing our online programming.

Feedback from our client/ caregiver showed an interest in increased trivia, music, armchair travel, and entertainment. Clients also expressed their appreciation and enjoyment for the exercise program on Well-Connected. In 2021/2022 ElderCare will be working towards redeveloping our exercise program, to include a variety of exercise options and enhance our exercises with guidance from Health Care Professionals. We will increase our amount of cognitive programming and opportunity for music/ entertainment for Well-Connected.

We will work toward providing increased feedback to families regarding client's goals and progress at the program. ElderCare will continue to explore new ways to provide feedback to families, to ensure families feel supported and informed. We strive to increase community awareness and will remain an active member of the Edmonton Seniors Serving Sector, connecting with other non-profit organizations to contribute in collaborative community projects and to provide additional resources for our clients and caregivers.





# 2021/2022 Quality Improvement Plan

Purchasing new technological equipment will continue to enhance virtual/ remote programs. Our hope is to develop ongoing virtual program access and virtual connection between our Day Program locations once in-person programs resume. This initiative will require additional resources such as webcams, new tablets/iPads, and quality sound systems. ElderCare hopes to also enhance service delivery and comfort through new lifting recliners, day program chairs, white boards, and general program equipment.

In 2021/2022 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 feel hope on the horizon and will get through this time of uncertainty together, to emerge more diverse, more connected, and stronger than ever.

