

Family experience with courtesy and respect	
Description	How family members rated how often staff treat their loved one with courtesy and respect.
Survey question	<p>In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?</p> <ul style="list-style-type: none"> ▪ Always ▪ Usually ▪ Sometimes ▪ Never
Data Source	2017 HQCA Long term care Family Experience Survey
Calculation	<p>Results are reported as the percentage of all valid responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “always” =</p> $\left(\frac{\text{Number of respondents stating "always"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include all family members that have a family member or friend living in a long term care site, if contact information was available. General exclusion criteria for the HQCA Long term care Family Experience Survey include:</p> <ul style="list-style-type: none"> ▪ Contacts of new (< 1 month) or transitional residents. ▪ Residents who had no contact person (family member), or whose contact person resided outside of Canada. ▪ Contacts of deceased residents or residents no longer living at the site. ▪ Contacts of residents who were listed as a public guardian (i.e., non-family member or friend).
Limitations	<p>Results are generalizable to the type of respondent eligible for the survey, namely families who have a loved one living in long term care for at least one month.</p> <p>Sites differ in many ways, therefore the type of site and the types of services offered at the site should be considered in interpreting the results.</p>