

<b>Name:</b>	<b>Family experience with courtesy and respect</b>
<b>Description:</b>	How family members rated how often staff treat their loved one with courtesy and respect.
<b>Survey question:</b>	<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"> <li>▪ Always</li> <li>▪ Usually</li> <li>▪ Sometimes</li> <li>▪ Never</li> </ul>
<b>Data Source:</b>	2019 HQCA Designated Supportive Living Family Experience Survey
<b>Calculation:</b>	<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> $\left( \frac{\text{Number of respondents stating "always"}}{\text{Total number of valid responses}} \right) \times 100$
<b>Assumptions:</b>	None.
<b>Exclusions:</b>	<p>Eligible respondents include all family members that have a family member or friend living in a designated supportive living site, if contact information was available. General exclusion criteria for the HQCA Designated Supportive Living Family Experience Survey include:</p> <ul style="list-style-type: none"> <li>▪ Contacts of new (&lt; 1 month) or transitional residents.</li> <li>▪ Residents who had no contact person (family member), or whose contact person resided outside of Canada.</li> <li>▪ Contacts of deceased residents or residents no longer living at the site.</li> <li>▪ Contacts of residents who were listed as a public guardian (i.e., non-family member or friend).</li> </ul>
<b>Limitations:</b>	<p>Results are generalizable to the type of respondent eligible to complete the survey, namely family members who have a loved one living in designated supportive living 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>