

<b>Name:</b>	<b>Resident experience with staff dependability</b>
<b>Description:</b>	How residents rated whether they can depend on the staff.
<b>Survey question:</b>	<p>Can you depend on the employees?</p> <ul style="list-style-type: none"> <li>▪ Yes, always</li> <li>▪ Yes, sometimes</li> <li>▪ No, hardly ever</li> <li>▪ No, never</li> <li>▪ Don't know</li> <li>▪ Not applicable</li> </ul>
<b>Data Source:</b>	2019 HQCA Designated Supportive Living Resident 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 "yes, always" =</p> $\left( \frac{\text{Number of respondents stating "yes, always"}}{\text{Total number of valid responses}} \right) \times 100$
<b>Assumptions:</b>	Responses from the "don't know" and "not applicable" categories were deemed non-valid responses that may bias the interpretation of information from the other response options and were therefore excluded from analysis.
<b>Exclusions:</b>	<p>Eligible respondents include all residents living in a designative supportive living site. Eligibility to participate in the survey was based on both administrative information and consultation with on-site staff. The following individuals were excluded:</p> <ul style="list-style-type: none"> <li>▪ Residents living in personal care homes (SL1); group or family care homes or lodges (SL2); special care homes (including mental health support homes and long term care-only sites); SL4-dementia residents.</li> <li>▪ Sites in which the majority of residents do not speak English (English was not the first language in the site).</li> <li>▪ Residents who were too ill, in hospital, in palliative care, or had a condition that would be a barrier to participation.</li> <li>▪ Residents who lived in the site for less than one month or were a transitional residents.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Residents with a cognitive performance score (CPS) of 5 or 6 (severe impairment or very severe impairment).</li> <li>▪ Residents who, from the on-site staff's perspective, would not be able to complete a paper survey on their own or with an interviewer for the following reasons: <ul style="list-style-type: none"> <li>○ Moderate to severe cognitive impairment.</li> <li>○ Language barrier.</li> <li>○ Legally blind AND hard of hearing.</li> <li>○ Resident posed a risk of harm to the interviewer.</li> </ul> </li> </ul>
<b>Limitations</b>	<p>Results are generalizable to the type of resident that was eligible to complete the survey. Sampling purposefully excludes residents with moderate to severe cognitive impairment, and thus the data collected does not represent the experiences of these residents.</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>