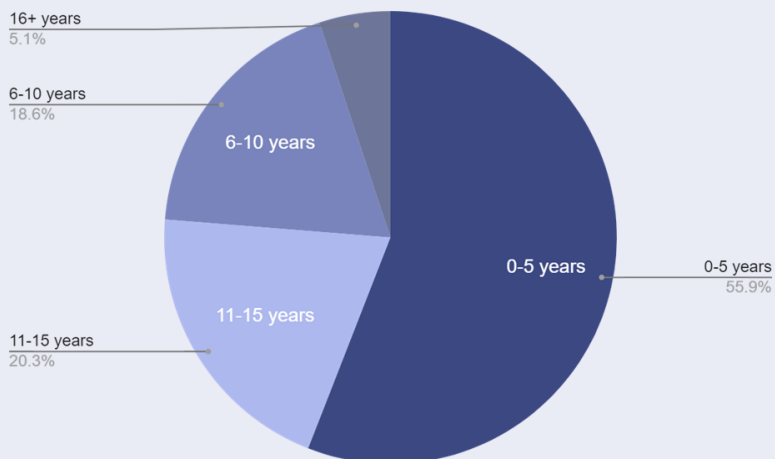


St. Andrew's Centre 2021 Resident Survey Results

How long have you lived at St. Andrew's Centre?



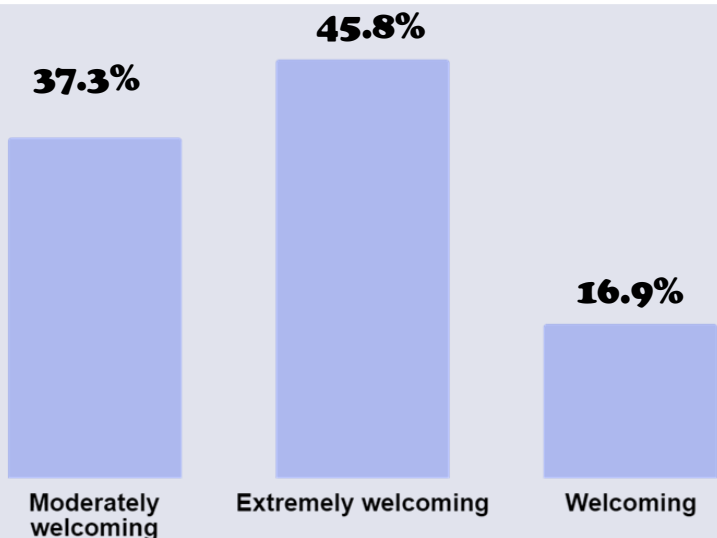
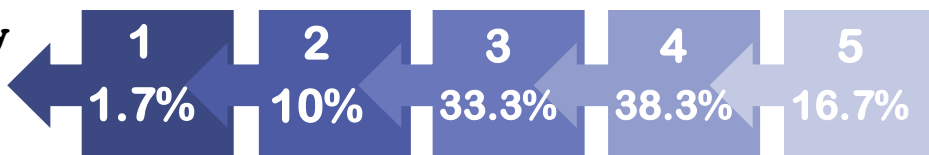
Top 3 reasons why people have chosen to live at St. Andrew's Centre

Services & Amenities

Atrium

Proximity to Shopping & Medical Centres

Knowing that St. Andrew's Centre is not subsidized, on a scale of 1-5 how would you rate the affordability of the housing at the Centre? (5 being very affordable)

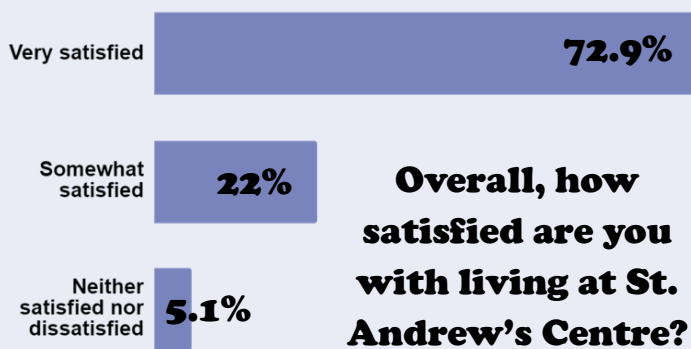


Would you consider St. Andrew's Centre to be welcoming?

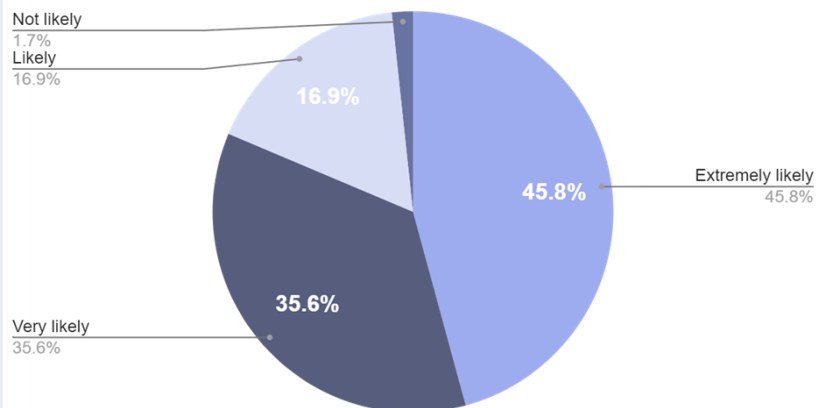


96.2% of new residents (within the last 2 years) said that the move in process at St. Andrew's Centre was easy

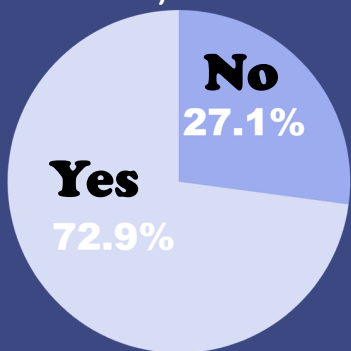
St. Andrew's Centre 2021 Resident Survey Results



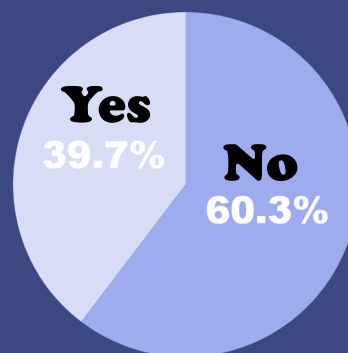
How likely are you to recommend St. Andrew's Centre as a place to live to a family member or friend?



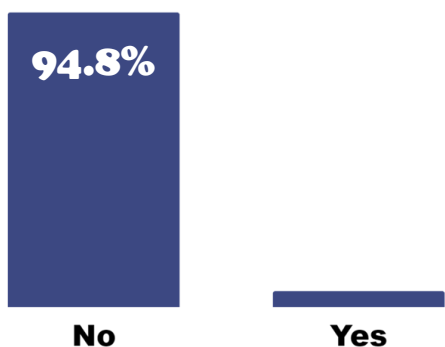
Do you utilize the common spaces at St. Andrew's Centre? (i.e. Pink Room, Fitness Room, Games Room, etc.?)



Do you utilize the Prayer Room located in the North Atrium?



Are you thinking of leaving the Centre?



Do you feel the outdoor garden grounds are well maintained?

Do you feel the atrium is well maintained and decorated?

100%

Yes!

St. Andrew's Centre 2021 Resident Survey Results

Do you utilize the garden boxes provided to the residents?

No 63.8%

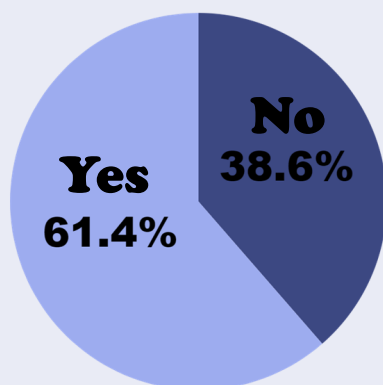
Yes 36.2%

Have you enjoyed the newest addition of the fish pond in the North Atrium?

Yes 87.5%

No 12.5%

Have you utilized the newly renovated Sunroom?



The concrete of the enclosed inner courtyard on the East side of the building, beside the Games Room, has recently been redone. Do you have any suggestions for what you would like to see done with that space?

- **Flower Boxes**
- **Patio Furniture for Visits**
- **Outside Exercise, Sports and Activities**
- **BBQ**
- **Decorative Garden Space**

Have you attended the Resident Community Committee Meetings?

34.5% - Yes

65.5% - No

Do you utilize the Resident Suggestion Boxes?

42.1% - Yes

57.9% - No

Do you find that the Resident Community Committee is a useful tool to have your concerns addressed?

82.9% - Yes

17.1% - No

Do you read the Resident Community Committee minutes in the newsletter?

91.1% - Yes

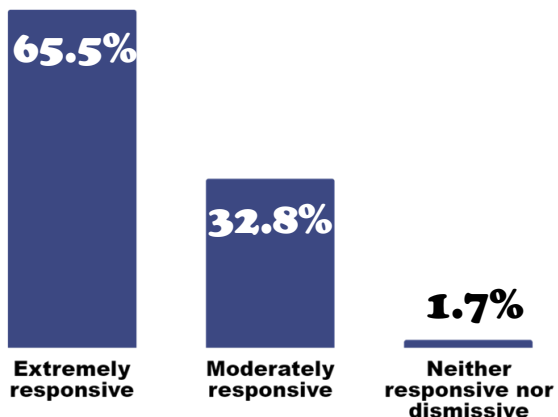
8.9% No

Are the minutes easy to understand?

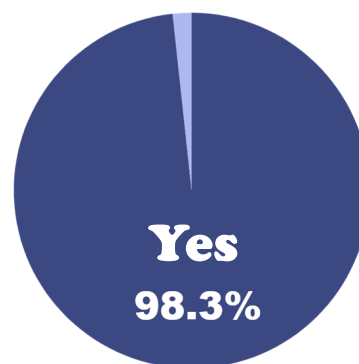
100% - Yes

St. Andrew's Centre 2021 Resident Survey Results

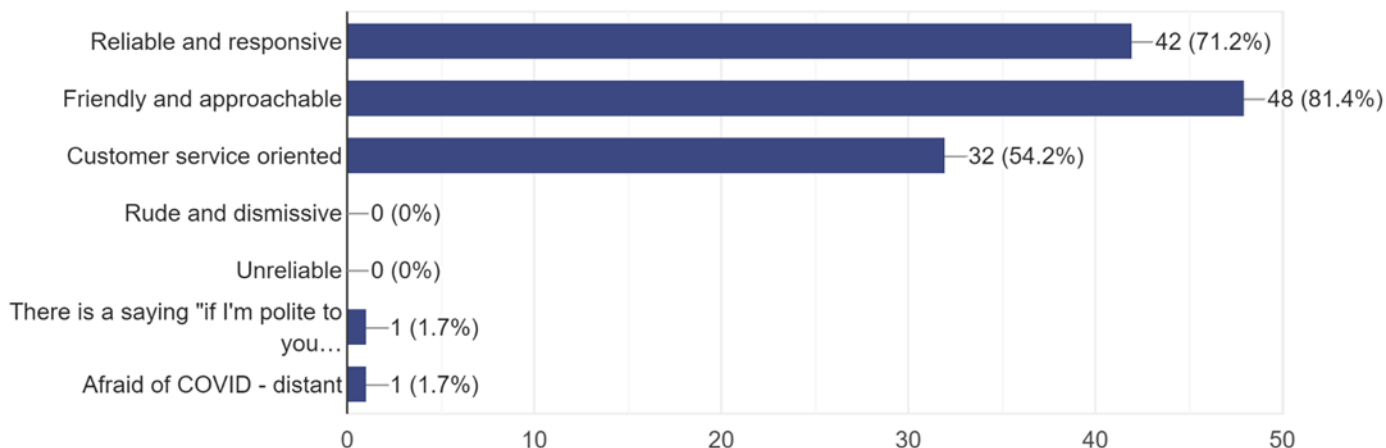
How responsive is the administrative staff to your questions and concerns once brought to their attention?



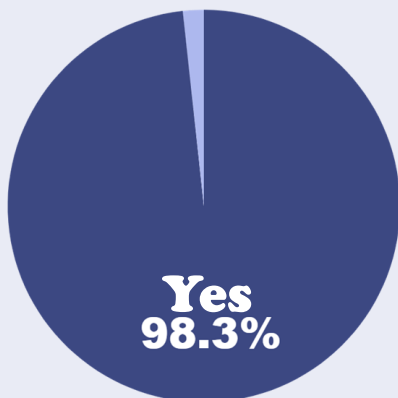
If you have contacted the admin staff, were your concerns/questions handled with respect and dignity?



How would you describe our staff in administration?



Do you feel management is visible, responsive, and easily accessible?



Have you accessed the St. Andrew's Centre website?

37.5% - Yes

62.5% - No

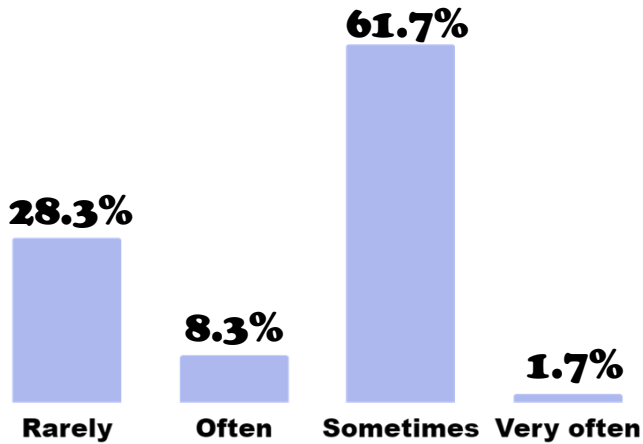
Have you accessed the St. Andrew's Centre Facebook page?

19.3% - Yes

80.7% - No

St. Andrew's Centre 2021 Resident Survey Results

How often have you accessed maintenance services in the past year?

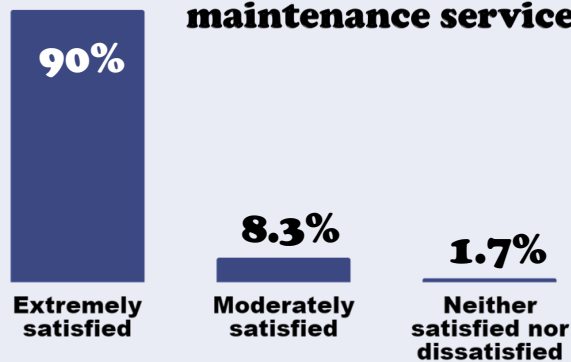


If you have accessed maintenance services, were your concerns attended to in a timely manner?

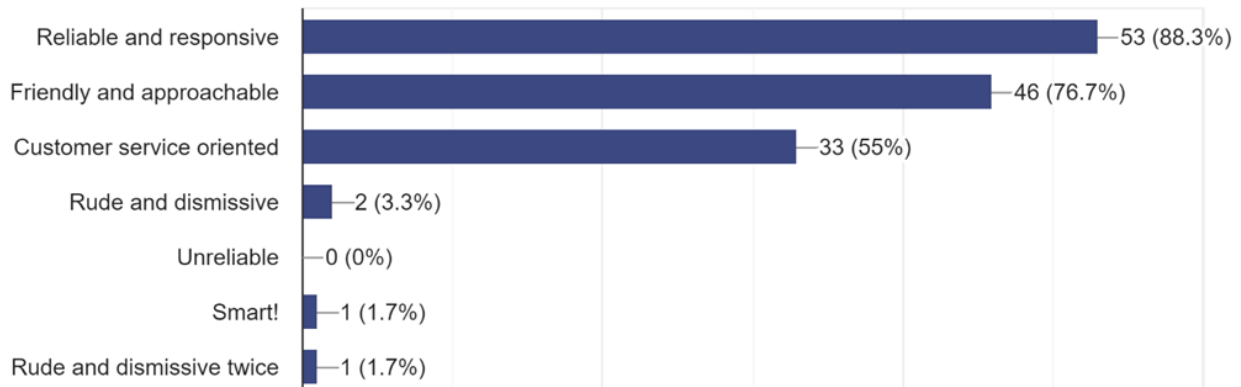
Are your concerns handled with dignity and respect?

100% Yes!

How satisfied were you with the maintenance service?

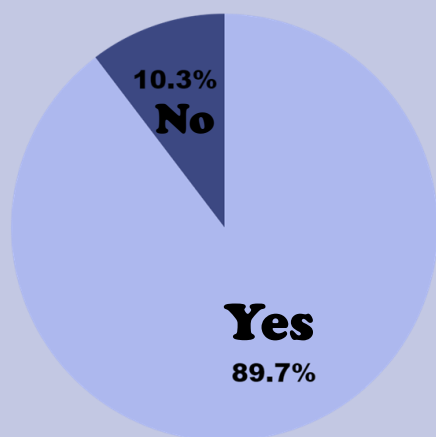


How would you describe the maintenance staff?

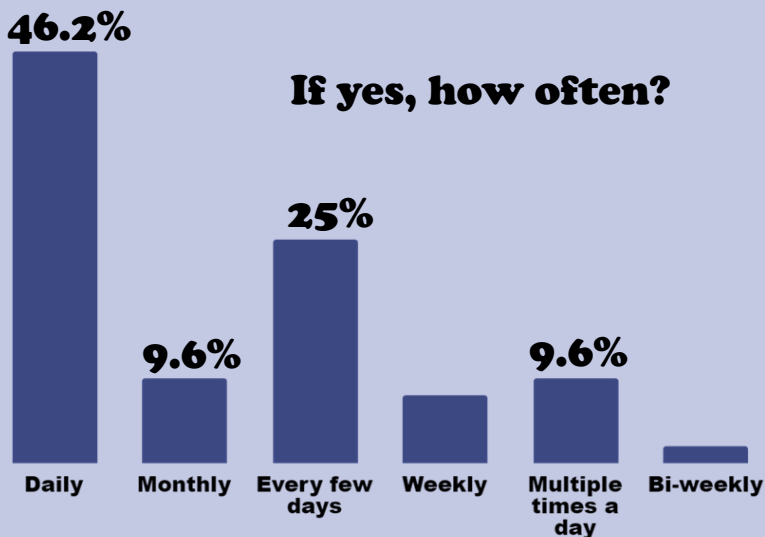


St. Andrew's Centre 2021 Resident Survey Results

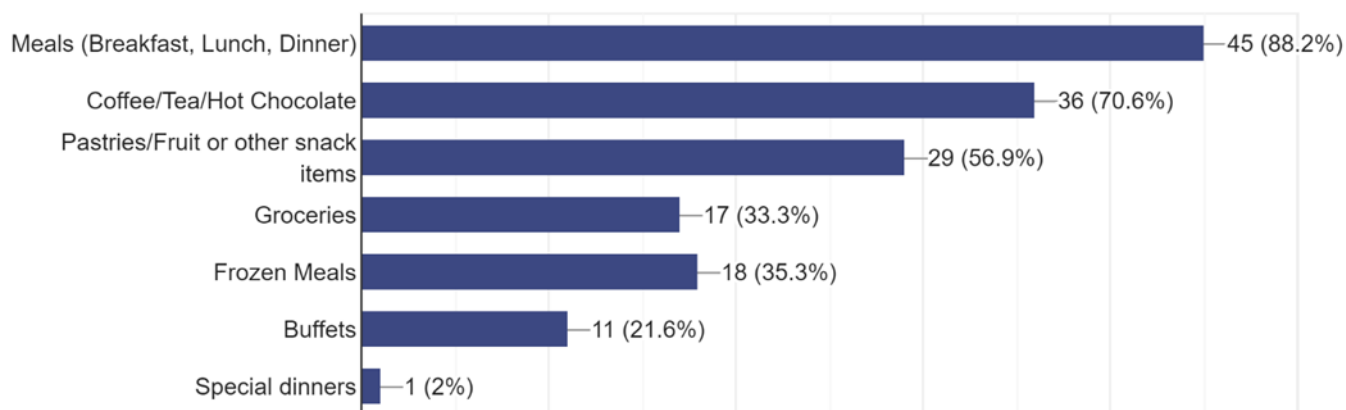
Do you use the Garden Café?



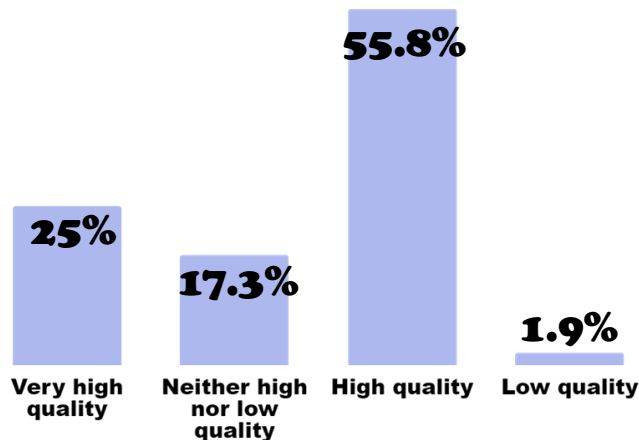
If yes, how often?



What do you normally purchase?

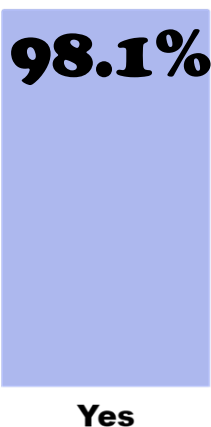
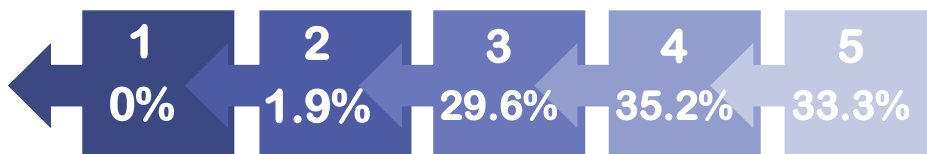


How would you rate the quality of the food?



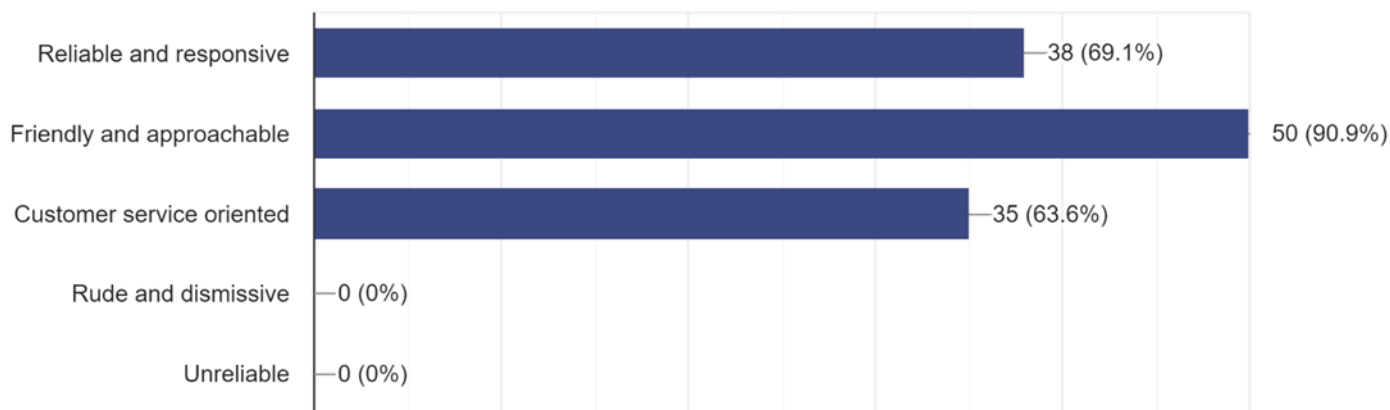
St. Andrew's Centre 2021 Resident Survey Results

On a scale of 1-5 (5 being very affordable, how would you rate the affordability of the food at St. Andrew's Centre?



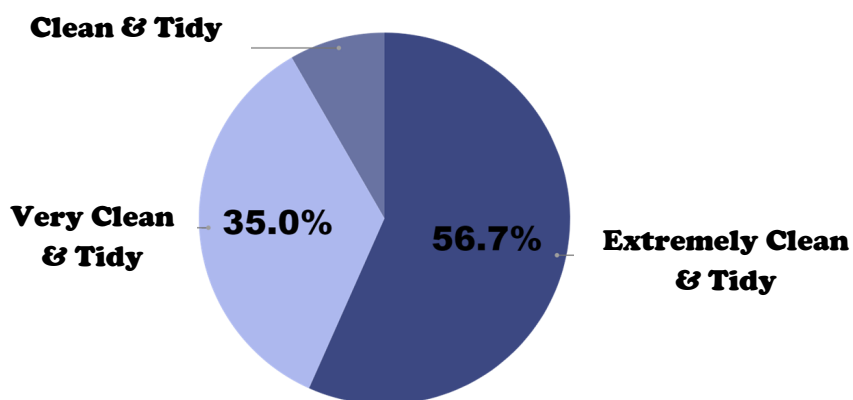
If you have utilized the Café, were your concerns/questions handled with respect and dignity?

How would you describe the staff in the Garden Café?



St. Andrew's Centre 2021 Resident Survey Results

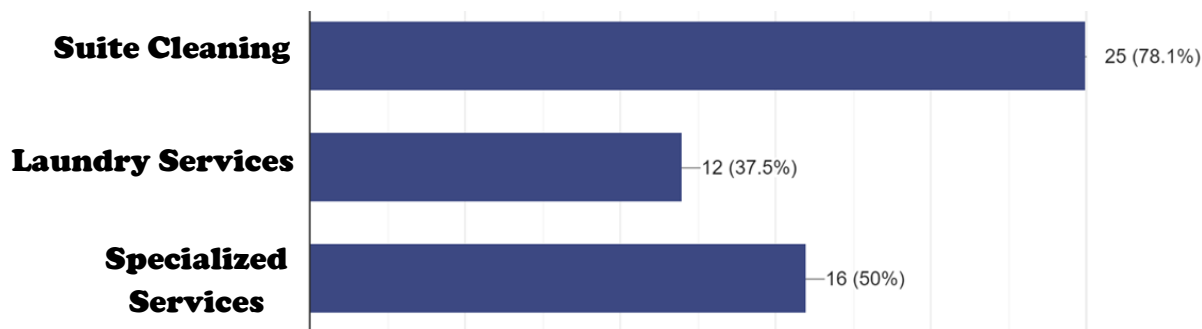
How would you rate the overall cleanliness and appearance of the Centre?



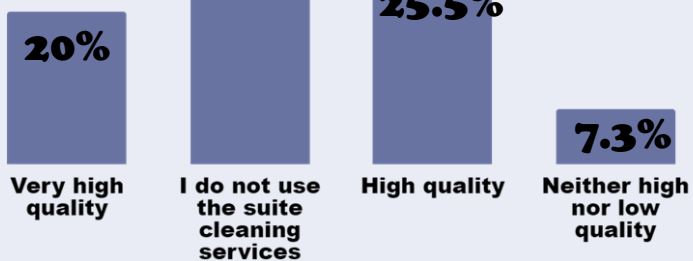
Do you use housekeeping services including suite cleaning and laundry services?

50.9% - Yes
49.1% - No

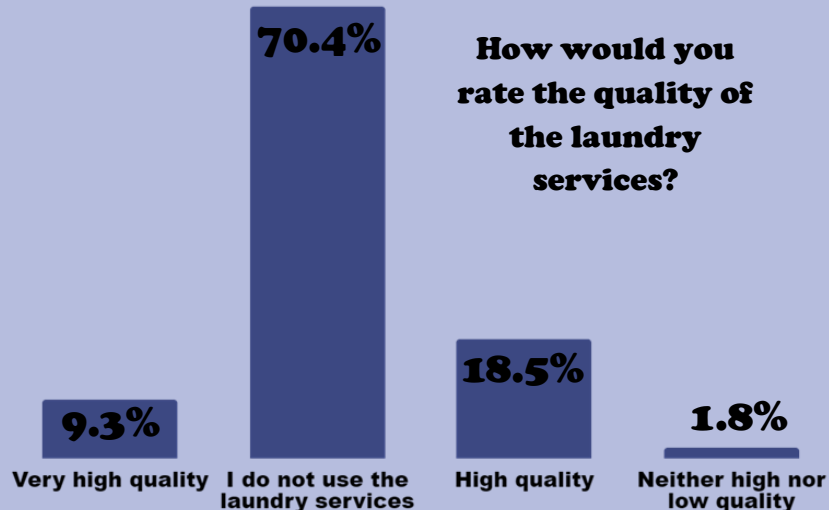
What housekeeping services do you use?



How would you rate the quality of the suite cleaning services?



How would you rate the quality of the laundry services?



St. Andrew's Centre 2021 Resident Survey Results

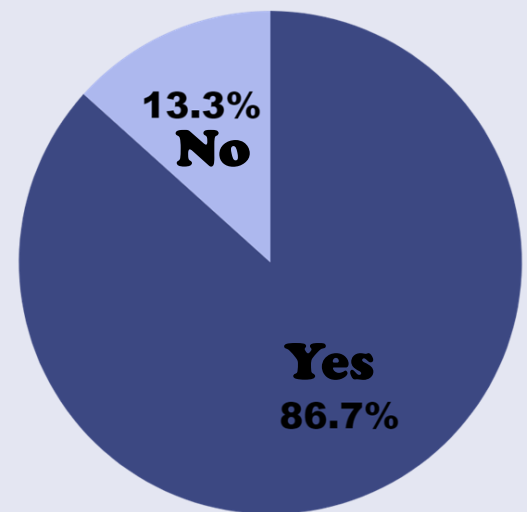
If you do your own laundry in our laundry room, how would you rate your overall experience?

17.6% - Extremely convenient and easy to use

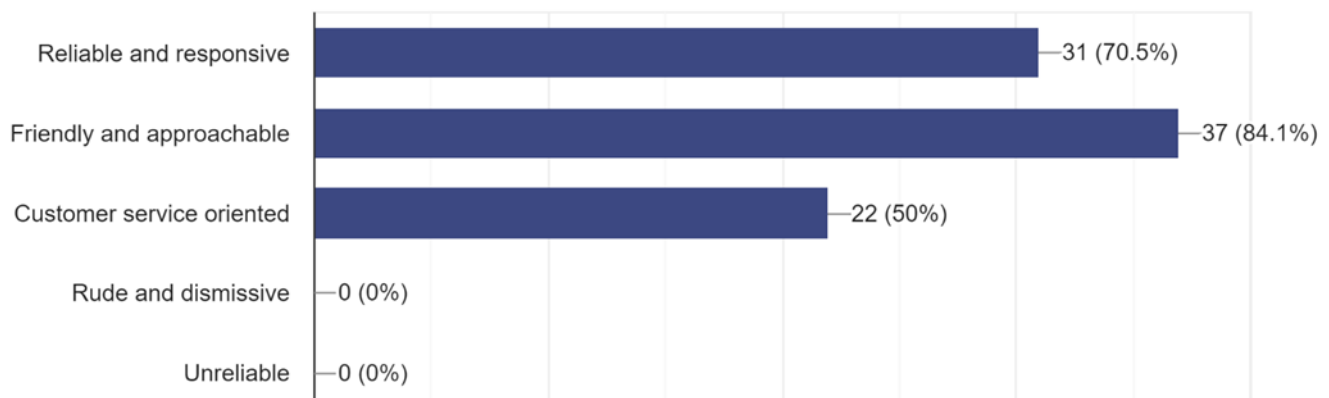
45.1% - Very convenient and easy to use

37.3% - Convenient and easy to use

If you have utilized the hospitality department's services, were your concerns and questions handled with respect and dignity?



How would you describe our staff in the hospitality department?



St. Andrew's Centre 2021 Resident Survey Results

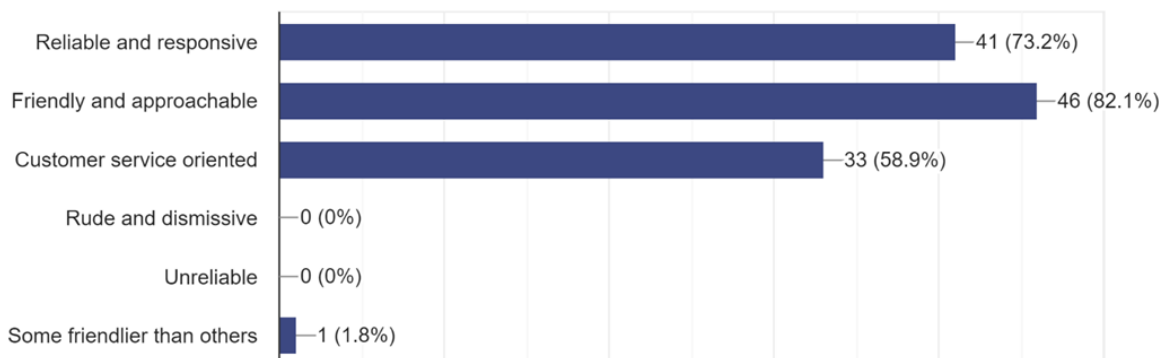
Have you required the support from St. Andrew's security staff?

57.4% - Yes
42.6% - No

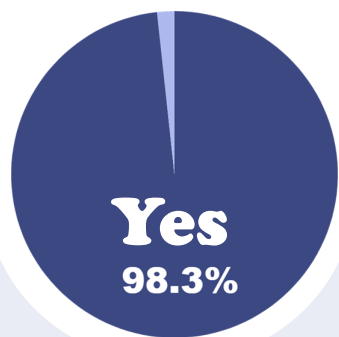
If you have utilized their services, were your concerns and questions handled with respect and dignity?

100% Yes!

How would you describe the security staff?



Do you feel our security staff is visual, accessible, and responsive?



At the start of the pandemic, entry/exit points had been secured to limit public access to the Centre. What are your feelings towards this practice?

These entry points should be reopened. The Centre should be open to the public.

98.3%

I feel safer in the community knowing that access is limited.

92.6%

What are your feelings towards the new security cameras?

I feel safer knowing that there are security cameras installed and recording 24/7

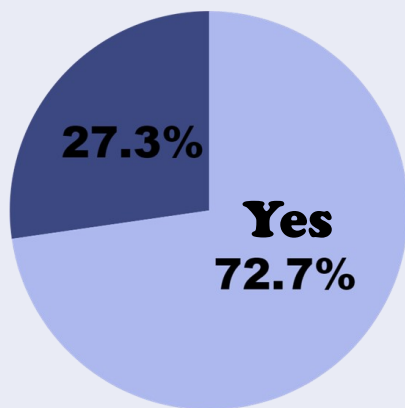
I do not like the new security cameras

Overall, do you feel safe in our community?

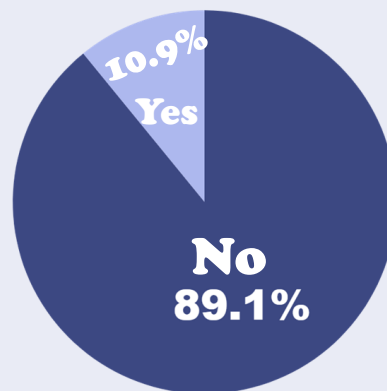
100% Yes!

St. Andrew's Centre 2021 Resident Survey Results

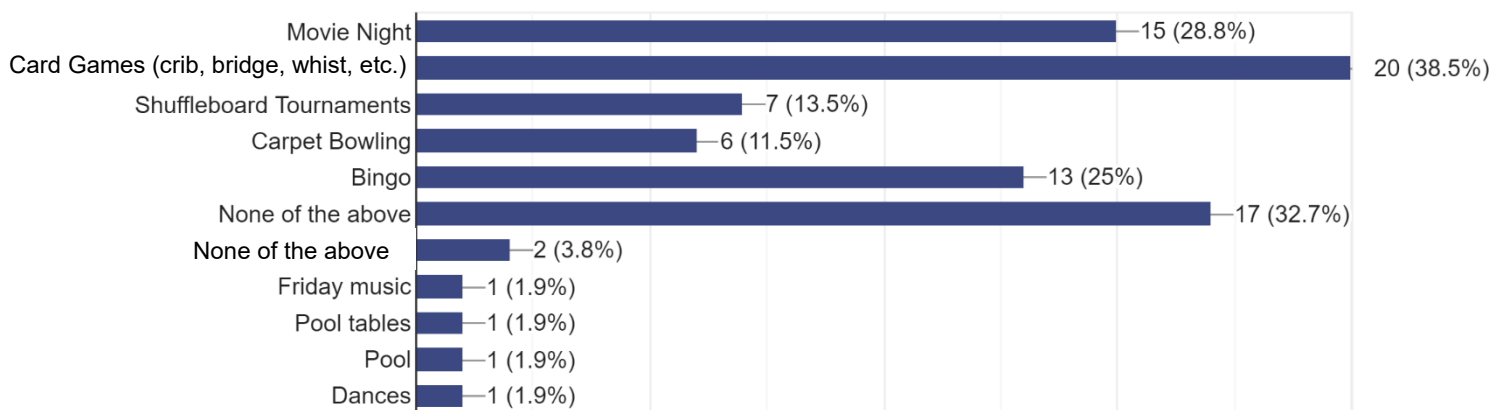
Prior to the pandemic, did you participate in the free activities at St. Andrew's Centre?



Prior to the pandemic, did you participate in AMSA's art programs?



Which of the following resident run activities do you participate in?



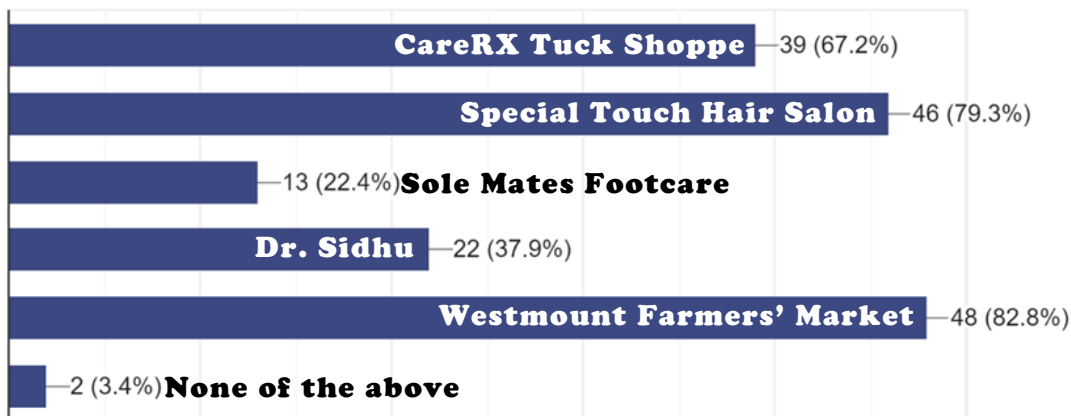
Have you used the ATM across from the West elevators?

43.1% - Yes
56.9% - No

Do you feel that the ATM is a valuable service?

94% - Yes
6% - No

Which of the following services within St. Andrew's Centre do you utilize?



“ Only on my deathbed [will I leave]- however soon or not that may be. ”

“ After having been here this long, it is home. I want for nothing, but if I did, I know that there is someone to help. ”

“ St. Andrew's provides an "all in one" place to live. I feel safe here. ”

“ Our garden gals are amazing! They are doing a great job! ”

“ Thanks to all staff and workers. You've made it as easy as you could to keep up our spirits and keep us free of the COVID. We appreciate all the extra efforts you've made to keep us free of COVID. Thanks to all of you who have been so careful to keep us safe, warm and COVID free. You are an inspiration to all of us. ”

Administration

“ How can you improve on perfection? ”

“ I find them all so nice. Always a smile. Ready to help. ”

“ The best service staff I've ever encountered. ”

“ Great job! I feel very lucky to live here. The team sincerely cares about the residents. ”

Maintenance

“ I have always been very impressed at how fast someone is at my door after calling the main desk. ”

“ No complaints or comments. I think you are doing a great job. This is a huge place to keep residents who live here happy. I am amazed at how well it is running. Congrats to all who try so hard to keep us happy and healthy. ”

“ These men are super friendly and helpful. Good crew! ”

“ Maintenance staff are knowledgeable and helpful. ”

Food Services

“ When I was in isolation, twice the staff was just great delivering my suppers cheerfully during a very busy time down in the cafeteria. Thank you! ”

“ They go the extra mile every day! ”

“ They have the patience of saints, dealing with COVID, fluctuating numbers, sometimes sloppy customers and almost all of us are deaf! [But they] still take time to joke with some ”

“ I like the sense of humour the staff have with the residents ”

Hospitality

“ The staff has worked very hard during COVID to keep us safe and clean. It is very much appreciated. ”

“ Very friendly and accommodating. I have raved about how clean it is here!!! ”

“ Even the basement floor is spotless - cleaner than a hospital! ”

“ Friendly and helpful. ”

Security Services

“ Some will call you by name. Gives homey, friendly, and safe feeling. ”

“ Doing a good job especially during COVID ”

“ Security staff are always available and very helpful. ”