



How do we measure up?

Diversicare Report Card

Diversicare set in motion a study to survey families, residents, our staff and the community at large for their opinions of our residences, our service and how well we serve in our role as residential and long-term care providers.

Response was strong; 100% of surveyed families, 83% of residents, 86% of staff provided us with insightful comments and observations.

Collectively, their remarks have created the first Diversicare Report Card.



Diversicare

Families

Families tell us they appreciate the care we've taken in creating clean, homey surroundings that are pleasant and always well-maintained. What else impresses them? They say it's our,

- Caring professional staff
- Nutritious, great tasting meals
- Attentive support

95%

We're proud to report 95% of families rank us as good to excellent.

Residents

When residents talk about living with us, their remarks show they give us an enthusiastic 'Thumbs Up'. They say,

- This is home and it really feels like it.
- They share a connection with our caring staff
- The attention they receive is focused on them

Many feel they couldn't hire a better staff themselves. In a phrase, "this is family."



Suppliers

Suppliers say our attention to detail shows in everything we do. In fact, in their words, we're a great company to do business with.

They recognize,

- Our integrity
- The high level of care and service we provide
- The ethical approach we take in all that we do

When asked for their opinions, business people we work with overwhelmingly agree, we treat them with respect.

Financial & Government

Our business associates hold our management principles in high esteem. They think of us as,

- Solid citizens in the community
- Ambassadors of high standards
- Professionals who focus on our residents

We don't just talk about our good procedures, we practice them, inside and outside our residences and facilities.

Staff

Our employees say they truly enjoy working with us. It makes them feel good to know that at Diversicare,

- Each resident is unique
- Every person is number one
- Our daily motto is 'I Can Do it Better'

80%

We're proud to say over 80% ranked our company and our residences or facilities as excellent or very good.



Owners

Owners of Diversicare residences and facilities tell us we're practical business people with dedication. We've earned their confidence. They say,

- We handle day-to-day management with a proactive style
- Our outcome-focused approach has established us as professionals
- We are well regarded in our industry

We're leading health care managers who are dedicated to the needs of residents and the communities around us.

Union

Union representatives say we're good managers who have built a team of dedicated people. In their opinion we,

- Maintain relationships based on fairness and teamwork
- Are committed to congenial labour-management relations
- Value what labour can do to help preserve our good practices

Diversicare and labour are respected partners. Together, we work for success.



Hospitals

/CCAC/Discharge Planners/Doctors

Health professionals like the attention our residents receive to continue a lifestyle with comfort and care. Their comments tell us,

- We uphold the professional standards they expect
- They like the support we give their patients and clients
- We've created a homey atmosphere with comfort and warmth

The prominent reputation we've built with health professionals is a powerful achievement.



What Families Say:

"Staff are always very helpful, caring and kind"

'Administration is open to suggestions and available to discuss concerns'

'Our family member really likes it here'

'It's homey. Feels like a family group.'

Residents Tell Us:

'We have a friendly, caring community'

'I don't think you could hire a better staff anywhere'

'One can be involved in activities or be as private as one chooses'

'The surroundings are excellent. The staff is great'

'I feel at home here'

Community Service Providers

Community Service groups equate our name with quality. They say we excel at creating residences and facilities that are,

- Service-oriented
- Well-managed
- Focused on the people who matter most; our residents.

In their words, other health care organizations have yet to consider the Continuous Quality Improvement program (CQI) we already embrace.



In 2001, Diversicare Canada Management Services Co., Inc. was the recipient of the National Quality Institute's Canada Award for Excellence in Quality. This award establishes Diversicare as an organization which sets up and maintains high standards.

To learn more about this Award and our services, call or visit us today.



Diversicare: Recipient 2001 Quality



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