A. Indicate the extent to which you agree or	Locatio n	Flag	N	Strongly Disagree	Strongly Disagree	Disagree #	Disagree %	Neutral #	Neutral %	Agree #	Agree %	Strongly Agree	Strongly Agree	Not Applicable
disagree with each of the following statements.				#	%							#	%	#
1. Client safety decisions are made at the proper level by the most qualified people.	Overall	G	186	6	3.2%	5	2.7%	10	5.4%	78	41.9%	87	46.8%	3
1. Client safety decisions are made at the proper level by the most qualified people.	Menno Apartme nts	G	17	0	0.0%	0	0.0%	0	0.0%	9	52.9%	8	47.1%	2
1. Client safety decisions are made at the proper level by the most qualified people.	Menno Home	G	86	0	0.0%	1	1.2%	4	4.7%	42	48.8%	39	45.3%	1
1. Client safety decisions are made at the proper level by the most qualified people.	Menno Hospital	G	83	6	7.2%	4	4.8%	6	7.2%	27	32.5%	40	48.2%	0
2. Senior management has a clear picture of the risk associated with client care.	Overall	O	185	8	4.3%	13	7.0%	19	10.3%	80	43.2%	65	35.1%	4
2. Senior management has a clear picture of the risk associated with client care.	Menno Apartme nts	G	17	0	0.0%	0	0.0%	4	23.5%	7	41.2%	6	35.3%	2
2. Senior management has a clear picture of the risk associated with client care.	Menno Home	G	86	1	1.2%	6	7.0%	8	9.3%	39	45.3%	32	37.2%	1
2. Senior management has a clear picture of the risk associated with client care.	Menno Hospital	Y	82	7	8.5%	7	8.5%	7	8.5%	34	41.5%	27	32.9%	1
3. Senior management provides a climate that promotes client safety.	Overall	G	186	4	2.2%	8	4.3%	20	10.8%	72	38.7%	82	44.1%	3

3. Senior management provides	Menno	G	17	0	0.0%	0	0.0%	2	11.8%	7	41.2%	8	47.1%	2
a climate that promotes client	Apartme													
safety.	nts													
3. Senior management provides	Menno	G	86	0	0.0%	3	3.5%	9	10.5%	39	45.3%	35	40.7%	1
a climate that promotes client	Home													
safety.														
3. Senior management provides	Menno	G	83	4	4.8%	5	6.0%	9	10.8%	26	31.3%	39	47.0%	0
a climate that promotes client	Hospital													
safety.	·													
4. Senior management	Overall	G	185	3	1.6%	6	3.2%	28	15.1%	65	35.1%	83	44.9%	4
considers client safety when														
program changes are														
discussed.														
4. Senior management considers	Menno	Υ	17	0	0.0%	1	5.9%	4	23.5%	6	35.3%	6	35.3%	2
client safety when program	Apartme													
changes are discussed.	nts													
4. Senior management considers	Menno	G	86	0	0.0%	0	0.0%	11	12.8%	34	39.5%	41	47.7%	1
client safety when program	Home													
changes are discussed.														
4. Senior management considers	Menno	Υ	82	3	3.7%	5	6.1%	13	15.9%	25	30.5%	36	43.9%	1
client safety when program	Hospital	•	"-	J	3.7 70	J	01270	10	13.370		30.570	50	1015 70	-
changes are discussed.	lilospicai													
changes are discussed.														
5. If I make a serious error	Overall	Υ	188	60	31.9%	70	37.2%	33	17.6%	18	9.6%	7	3.7%	1
my manager will think I am														
incompetent.														
5. If I make a serious error my	Menno	Υ	19	4	21.1%	10	52.6%	3	15.8%	2	10.5%	0	0.0%	0
manager will think I am	Apartme													
incompetent.	nts													
5. If I make a serious error my	Menno	G	86	28	32.6%	38	44.2%	12	14.0%	7	8.1%	1	1.2%	1
manager will think I am	Home													
incompetent.														
5. If I make a serious error my	Menno	Υ	83	28	33.7%	22	26.5%	18	21.7%	9	10.8%	6	7.2%	0
manager will think I am	Hospital													
incompetent.														

6. My co-workers will lose respect for me if they know I've made a serious error.	Overall	Y	189	32	16.9%	94	49.7%	35	18.5%	21	11.1%	7	3.7%	0
6. My co-workers will lose respect for me if they know I've made a serious error.	Menno Apartme nts	G	19	2	10.5%	13	68.4%	3	15.8%	1	5.3%	0	0.0%	0
6. My co-workers will lose respect for me if they know I've made a serious error.	Menno Home	Υ	87	12	13.8%	53	60.9%	14	16.1%	7	8.0%	1	1.1%	0
6. My co-workers will lose respect for me if they know I've made a serious error.	Menno Hospital	Y	83	18	21.7%	28	33.7%	18	21.7%	13	15.7%	6	7.2%	0
7. If I report a client safety	Overall	G	178	7	3.9%	11	6.2%	18	10.1%	59	33.1%	83	46.6%	11
incident, someone usually follows up to get more information from me.														
7. If I report a client safety incident, someone usually follows up to get more information from me.	Menno Apartme nts	Y	17	0	0.0%	2	11.8%	3	17.6%	6	35.3%	6	35.3%	2
7. If I report a client safety incident, someone usually follows up to get more information from me.	Menno Home	G	83	1	1.2%	5	6.0%	5	6.0%	31	37.3%	41	49.4%	4
7. If I report a client safety incident, someone usually follows up to get more information from me.	Menno Hospital	Y	78	6	7.7%	4	5.1%	10	12.8%	22	28.2%	36	46.2%	5
8. Making a serious error may cause a staff member to lose his/her iob.	Overall	R	187	44	23.5%	38	20.3%	40	21.4%	40	21.4%	25	13.4%	2
8. Making a serious error may cause a staff member to lose his/her iob.	Menno Apartme nts	R	19	2	10.5%	6	31.6%	7	36.8%	4	21.1%	0	0.0%	0
8. Making a serious error may cause a staff member to lose his/her iob.	Menno Home	Υ	87	23	26.4%	21	24.1%	16	18.4%	18	20.7%	9	10.3%	0

8. Making a serious error may	Menno	R	81	19	23.5%	11	13.6%	17	21.0%	18	22.2%	16	19.8%	2
cause a staff member to lose	Hospital													
his/her iob.	·													
9. If I point out a potentially	Overall	G	185	5	2.7%	9	4.9%	9	4.9%	70	37.8%	92	49.7%	4
serious client safety														
incident, management will														
look into it.														
9. If I point out a potentially	Menno	G	19	0	0.0%	0	0.0%	1	5.3%	12	63.2%	6	31.6%	0
serious client safety incident,	Apartme													
management will look into it.	nts													
9. If I point out a potentially	Menno	G	85	1	1.2%	4	4.7%	5	5.9%	29	34.1%	46	54.1%	2
serious client safety incident,	Home													
management will look into it.														
9. If I point out a potentially	Menno	G	81	4	4.9%	5	6.2%	3	3.7%	29	35.8%	40	49.4%	2
serious client safety incident,	Hospital													
management will look into it.														
10. Others make you feel like	Overall	Υ	186	34	18.3%	74	39.8%	42	22.6%	27	14.5%	9	4.8%	3
a bit of a failure when you														
make an error.														
10. Others make you feel like a	Menno	Υ	19	2	10.5%	10	52.6%	6	31.6%	1	5.3%	0	0.0%	0
bit of a failure when you make	Apartme													
an error.	nts													
10. Others make you feel like a	Menno	Υ	87	19	21.8%	35	40.2%	19	21.8%	12	13.8%	2	2.3%	0
bit of a failure when you make	Home													
an error.														
10. Others make you feel like a	Menno	Υ	80	13	16.3%	29	36.3%	17	21.3%	14	17.5%	7	8.8%	3
bit of a failure when you make	Hospital													
an error.	·													
11. My organization	Overall	Υ	187	6	3.2%	12	6.4%	29	15.5%	79	42.2%	61	32.6%	2
effectively balances the need														
for client safety and the														
need for productivity.														
11. My organization effectively	Menno	Υ	19	0	0.0%	0	0.0%	8	42.1%	7	36.8%	4	21.1%	0
balances the need for client	Apartme													
safety and the need for	nts													
productivity.														

11. My organization effectively balances the need for client safety and the need for productivity.	Menno Home	G	87	0	0.0%	7	8.0%	9	10.3%	41	47.1%	30	34.5%	0
11. My organization effectively balances the need for client safety and the need for productivity.	Menno Hospital	Y	81	6	7.4%	5	6.2%	12	14.8%	31	38.3%	27	33.3%	2
12. Staff are usually given feedback about changes put into place based on incident reports.	Overall	Y	184	8	4.3%	14	7.6%	26	14.1%	85	46.2%	51	27.7%	5
12. Staff are usually given feedback about changes put into place based on incident reports.	Menno Apartme nts	Y	18	1	5.6%	1	5.6%	7	38.9%	6	33.3%	3	16.7%	1
12. Staff are usually given feedback about changes put into place based on incident reports.	Menno Home	G	84	0	0.0%	6	7.1%	10	11.9%	43	51.2%	25	29.8%	3
12. Staff are usually given feedback about changes put into place based on incident reports.	Menno Hospital	Y	82	7	8.5%	7	8.5%	9	11.0%	36	43.9%	23	28.0%	1
13. If I make a serious error I worry that I will face disciplinary action from management.	Overall	R	186	29	15.6%	46	24.7%	36	19.4%	59	31.7%	16	8.6%	3
13. If I make a serious error I worry that I will face disciplinary action from management.	Menno Apartme nts	R	19	2	10.5%	6	31.6%	5	26.3%	5	26.3%	1	5.3%	0
13. If I make a serious error I worry that I will face disciplinary action from management.	Menno Home	R	86	18	20.9%	19	22.1%	17	19.8%	25	29.1%	7	8.1%	1
13. If I make a serious error I worry that I will face disciplinary action from management.	Menno Hospital	R	81	9	11.1%	21	25.9%	14	17.3%	29	35.8%	8	9.9%	2

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Making a serious error would mit my career opportunities round here. Menno home m	would limit my career														
Apartice	opportunities around here.														
	14. Making a serious error would	Menno	R	18	2	11.1%	5	27.8%	6	33.3%	4	22.2%	1	5.6%	1
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14. Making a serious error would imit my career opportunities round here.	limit my career opportunities	Home													
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Individuals involved in Individuals Individual	14. Making a serious error would	Menno	R	80	13	16.3%	20	25.0%	27	33.8%	16	20.0%	4	5.0%	3
15. Individuals involved in client safety incidents have a quick and easy way to report what hannened. 15. Individuals involved in client alangement. 16. My supervisor/manager says a good word when ne/she sees a job done according to established client safety procedures. 16. My supervisor/manager says a good word when he/she sees a a Apartme nts sustained by the control of	limit my career opportunities	Hospital													
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what happened. I menno afety incidents have a quick and abancened. I menno assy way to report what bancened.	· -														
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annehed. Ints land land land land land land land land	15. Individuals involved in client	Menno	G	18	0	0.0%	1	5.6%	3	16.7%	9	50.0%	5	27.8%	1
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a good word when he/she sees a object of the sees a set of the sees a see of the sees a see a see of the sees a see of t	16. My supervisor/manager savs	Menno	G	19	1	5.3%	0	0.0%	3	15.8%	11	57.9%	4	21.1%	0
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established client safety	, ,														
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	procedures.														

16. My supervisor/manager says a good word when he/she sees a job done according to established client safety procedures.	Menno Home	G	86	3	3.5%	2	2.3%	11	12.8%	42	48.8%	28	32.6%	1
16. My supervisor/manager says a good word when he/she sees a job done according to established client safety procedures.	Menno Hospital	Y	81	13	16.0%	4	4.9%	8	9.9%	32	39.5%	24	29.6%	2
17. My supervisor/manager seriously considers staff suggestions for improving client safety.	Overall	G	186	8	4.3%	9	4.8%	16	8.6%	82	44.1%	71	38.2%	3
17. My supervisor/manager seriously considers staff suggestions for improving client safety.	Menno Apartme nts	G	19	0	0.0%	1	5.3%	2	10.5%	11	57.9%	5	26.3%	0
17. My supervisor/manager seriously considers staff suggestions for improving client safety.	Menno Home	G	86	0	0.0%	5	5.8%	5	5.8%	37	43.0%	39	45.3%	1
17. My supervisor/manager seriously considers staff suggestions for improving client safety.	Menno Hospital	G	81	8	9.9%	3	3.7%	9	11.1%	34	42.0%	27	33.3%	2
18. In my area of care, when a serious error occurs, we think about it carefully.	Overall	G	179	5	2.8%	2	1.1%	15	8.4%	81	45.3%	76	42.5%	10
18. In my area of care, when a serious error occurs, we think about it carefully.	Menno Apartme nts	G	18	0	0.0%	0	0.0%	4	22.2%	8	44.4%	6	33.3%	1
18. In my area of care, when a serious error occurs, we think about it carefully.	Menno Home	G	86	1	1.2%	1	1.2%	6	7.0%	39	45.3%	39	45.3%	1
18. In my area of care, when a serious error occurs, we think about it carefully.	Menno Hospital	G	75	4	5.3%	1	1.3%	5	6.7%	34	45.3%	31	41.3%	8

19. In my area of care, after a serious error has occurred, we think about how it came about and how to prevent the same mistake in the	Overall	G	179	5	2.8%	1	0.6%	11	6.1%	88	49.2%	74	41.3%	10
future 19. In my area of care, after a	Menno	G	18	0	0.0%	0	0.0%	3	16.7%	9	50.0%	6	33.3%	1
serious error has occurred, we think about how it came about and how to prevent the same mistake in the future.	Apartme nts	0	10	Ü	0.070	Ū	0.070	7	10.770	,	30.070	Ü	33.370	1
19. In my area of care, after a serious error has occurred, we think about how it came about and how to prevent the same mistake in the future.	Menno Home	G	86	1	1.2%	0	0.0%	4	4.7%	45	52.3%	36	41.9%	1
19. In my area of care, after a serious error has occurred, we think about how it came about and how to prevent the same mistake in the future.	Menno Hospital	G	75	4	5.3%	1	1.3%	4	5.3%	34	45.3%	32	42.7%	8
20. In my area of care, when a serious error occurs, we analyze it thoroughly.	Overall	G	178	5	2.8%	3	1.7%	19	10.7%	86	48.3%	65	36.5%	11
20. In my area of care, when a serious error occurs, we analyze it thoroughly.	Menno Apartme nts	G	18	0	0.0%	0	0.0%	4	22.2%	9	50.0%	5	27.8%	1
20. In my area of care, when a serious error occurs, we analyze it thoroughly.	Menno Home	G	86	1	1.2%	1	1.2%	8	9.3%	46	53.5%	30	34.9%	1
20. In my area of care, when a serious error occurs, we analyze it thoroughly.	Menno Hospital	G	74	4	5.4%	2	2.7%	7	9.5%	31	41.9%	30	40.5%	9
21. In my area of care, after a serious error has occurred, we think long and hard about how to correct it.	Overall	G	178	4	2.2%	7	3.9%	21	11.8%	84	47.2%	62	34.8%	11

21. In my area of care, after a	Menno	Υ	18	0	0.0%	0	0.0%	6	33.3%	8	44.4%	4	22.2%	1
serious error has occurred, we	Apartme													
think long and hard about how	nts													
to correct it.														
21. In my area of care, after a	Menno	G	86	0	0.0%	5	5.8%	9	10.5%	43	50.0%	29	33.7%	1
serious error has occurred, we	Home													
think long and hard about how														
to correct it.														
21. In my area of care, after a	Menno	G	74	4	5.4%	2	2.7%	6	8.1%	33	44.6%	29	39.2%	9
serious error has occurred, we	Hospital													
think long and hard about how														
to correct it.														
B. Perceptions of	Locatio	Flag	N	Excellent	Excellent	Very Good	Very Good			Poor	Poor	Failing	Failing	
overall client safety	n							е	е					
·				#	%	#	%	#	%	#	%	#	%	
22. Please give your area of	Overall	G	189	75	39.7%	86	45.5%	18	9.5%	8	4.2%	2	1.1%	
care an overall grade on														
client safety.														
22. Please give your area of care	Menno	G	19	6	31.6%	12	63.2%	1	5.3%	0	0.0%	0	0.0%	
an overall grade on client safety.	Apartme nts													
22. Please give your area of care		G	87	36	41.4%	44	50.6%	5	5.7%	2	2.3%	0	0.0%	
an overall grade on client safety.	Home													
22. Please give your area of care	Menno	G	83	33	39.8%	30	36.1%	12	14.5%	6	7.2%	2	2.4%	
an overall grade on client safety.		J	05		33.070		30.170	12	11.570	Ü	/.270	-	2.170	
an overall grade on elient safety.	riospitai													
23. Please give your	Overall	G	189	83	43.9%	76	40.2%	23	12.2%	5	2.6%	2	1.1%	
organization an overall														
grade on client safety.														
23. Please give your organization		G	19	7	36.8%	11	57.9%	1	5.3%	0	0.0%	0	0.0%	
an overall grade on client safety.	Apartme													
	nts													
23. Please give your organization	Menno	G	87	42	48.3%	36	41.4%	8	9.2%	1	1.1%	0	0.0%	
an overall grade on client safety.	Home													
23. Please give your organization	Menno	G	83	34	41.0%	29	34.9%	14	16.9%	4	4.8%	2	2.4%	
an overall grade on client safety.	Hospital													