

A. Indicate the extent to which you agree or disagree with each of the following statements.	Location	Flag	N	Strongly Disagree #	Strongly Disagree %	Disagree #	Disagree %	Neutral #	Neutral %	Agree #	Agree %	Strongly Agree #	Strongly Agree %	Not Applicable #
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 Apartments	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	G	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 Apartments	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 a climate that promotes client safety.	Menno Apartments	G	17	0	0.0%	0	0.0%	2	11.8%	7	41.2%	8	47.1%	2
3. Senior management provides a climate that promotes client safety.	Menno Home	G	86	0	0.0%	3	3.5%	9	10.5%	39	45.3%	35	40.7%	1
3. Senior management provides a climate that promotes client safety.	Menno Hospital	G	83	4	4.8%	5	6.0%	9	10.8%	26	31.3%	39	47.0%	0
4. Senior management considers client safety when program changes are discussed.	Overall	G	185	3	1.6%	6	3.2%	28	15.1%	65	35.1%	83	44.9%	4
4. Senior management considers client safety when program changes are discussed.	Menno Apartments	Y	17	0	0.0%	1	5.9%	4	23.5%	6	35.3%	6	35.3%	2
4. Senior management considers client safety when program changes are discussed.	Menno Home	G	86	0	0.0%	0	0.0%	11	12.8%	34	39.5%	41	47.7%	1
4. Senior management considers client safety when program changes are discussed.	Menno Hospital	Y	82	3	3.7%	5	6.1%	13	15.9%	25	30.5%	36	43.9%	1
5. If I make a serious error my manager will think I am incompetent.	Overall	Y	188	60	31.9%	70	37.2%	33	17.6%	18	9.6%	7	3.7%	1
5. If I make a serious error my manager will think I am incompetent.	Menno Apartments	Y	19	4	21.1%	10	52.6%	3	15.8%	2	10.5%	0	0.0%	0
5. If I make a serious error my manager will think I am incompetent.	Menno Home	G	86	28	32.6%	38	44.2%	12	14.0%	7	8.1%	1	1.2%	1
5. If I make a serious error my manager will think I am incompetent.	Menno Hospital	Y	83	28	33.7%	22	26.5%	18	21.7%	9	10.8%	6	7.2%	0

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 Apartments	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	Y	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 incident, someone usually follows up to get more information from me.	Overall	G	178	7	3.9%	11	6.2%	18	10.1%	59	33.1%	83	46.6%	11
7. If I report a client safety incident, someone usually follows up to get more information from me.	Menno Apartments	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 job.	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 job.	Menno Apartments	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 job.	Menno Home	Y	87	23	26.4%	21	24.1%	16	18.4%	18	20.7%	9	10.3%	0

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

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 Apartments	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 Apartments	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

14. Making a serious error would limit my career opportunities around here.	Overall	R	184	38	20.7%	46	25.0%	53	28.8%	39	21.2%	8	4.3%	5
14. Making a serious error would limit my career opportunities around here.	Menno Apartments	R	18	2	11.1%	5	27.8%	6	33.3%	4	22.2%	1	5.6%	1
14. Making a serious error would limit my career opportunities around here.	Menno Home	Y	86	23	26.7%	21	24.4%	20	23.3%	19	22.1%	3	3.5%	1
14. Making a serious error would limit my career opportunities around here.	Menno Hospital	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 happened.	Overall	G	183	2	1.1%	5	2.7%	19	10.4%	76	41.5%	81	44.3%	6
15. Individuals involved in client safety incidents have a quick and easy way to report what happened.	Menno Apartments	G	18	0	0.0%	1	5.6%	3	16.7%	9	50.0%	5	27.8%	1
15. Individuals involved in client safety incidents have a quick and easy way to report what happened.	Menno Home	G	83	0	0.0%	1	1.2%	5	6.0%	38	45.8%	39	47.0%	4
15. Individuals involved in client safety incidents have a quick and easy way to report what happened.	Menno Hospital	G	82	2	2.4%	3	3.7%	11	13.4%	29	35.4%	37	45.1%	1
16. My supervisor/manager says a good word when he/she sees a job done according to established client safety procedures.	Overall	G	186	17	9.1%	6	3.2%	22	11.8%	85	45.7%	56	30.1%	3
16. My supervisor/manager says a good word when he/she sees a job done according to established client safety procedures.	Menno Apartments	G	19	1	5.3%	0	0.0%	3	15.8%	11	57.9%	4	21.1%	0

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 Apartments	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 Apartments	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 future	Overall	G	179	5	2.8%	1	0.6%	11	6.1%	88	49.2%	74	41.3%	10
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 Apartments	G	18	0	0.0%	0	0.0%	3	16.7%	9	50.0%	6	33.3%	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 Apartments	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 serious error has occurred, we think long and hard about how to correct it.	Menno Apartments	Y	18	0	0.0%	0	0.0%	6	33.3%	8	44.4%	4	22.2%	1
21. In my area of care, after a serious error has occurred, we think long and hard about how to correct it.	Menno Home	G	86	0	0.0%	5	5.8%	9	10.5%	43	50.0%	29	33.7%	1
21. In my area of care, after a serious error has occurred, we think long and hard about how to correct it.	Menno Hospital	G	74	4	5.4%	2	2.7%	6	8.1%	33	44.6%	29	39.2%	9
B. Perceptions of overall client safety	Location	Flag	N	Excellent #	Excellent %	Very Good #	Very Good %	Acceptable #	Acceptable %	Poor #	Poor %	Failing #	Failing %	
22. Please give your area of care an overall grade on client safety.	Overall	G	189	75	39.7%	86	45.5%	18	9.5%	8	4.2%	2	1.1%	
22. Please give your area of care an overall grade on client safety.	Menno Apartments	G	19	6	31.6%	12	63.2%	1	5.3%	0	0.0%	0	0.0%	
22. Please give your area of care an overall grade on client safety.	Menno Home	G	87	36	41.4%	44	50.6%	5	5.7%	2	2.3%	0	0.0%	
22. Please give your area of care an overall grade on client safety.	Menno Hospital	G	83	33	39.8%	30	36.1%	12	14.5%	6	7.2%	2	2.4%	
23. Please give your organization an overall grade on client safety.	Overall	G	189	83	43.9%	76	40.2%	23	12.2%	5	2.6%	2	1.1%	
23. Please give your organization an overall grade on client safety.	Menno Apartments	G	19	7	36.8%	11	57.9%	1	5.3%	0	0.0%	0	0.0%	
23. Please give your organization an overall grade on client safety.	Menno Home	G	87	42	48.3%	36	41.4%	8	9.2%	1	1.1%	0	0.0%	
23. Please give your organization an overall grade on client safety.	Menno Hospital	G	83	34	41.0%	29	34.9%	14	16.9%	4	4.8%	2	2.4%	