

Resident and Family Satisfaction Survey Results

| | | All LTC Homes (8) | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------|------------|
| Response rate | | 2023 | 2024 |
| Family | | 32 | 22 |
| Residents | | 38 | 40 |
| Total | | 70 | 62 |
| Average score | | 2023 | 2024 |
| Family/Substitute Decision Makers | | 95% | 96% |
| Residents | | 93% | 93% |
| Total | | 94% | 95% |
| Family/Substitute Decision Maker Responses | | 2023 | 2024 |
| Q3 I feel that good personal care is provided to my loved one. | | 97% | 100% |
| Q4 I am satisfied with the respect and emotional support given to my loved one. | | 97% | 95% |
| Q5 I am involved as much as I want to be in decisions about care. | | 94% | 100% |
| Q6 The Home respects my loved one's spiritual and cultural values. | | 96% | 100% |
| Q7 I am satisfied with the medical attention provided by my loved ones physician (and/or Nurse Practitioner). | | 100% | 100% |
| Q8 I feel there is enough recreation programs that meet the individual needs and interests of each resident. | | 94% | 77% |
| Q9 I am happy with the overall cleanliness of the Home | | 90% | 100% |
| Q10 I am satisfied with the laundry services provided over the past year to my loved one. (quality, care and delivery services) | | 88% | 91% |
| Q11 Nursing team members (PSW, RPN, RN) actively listen to me. (listen and acknowledge what I am saying) | | 97% | 100% |
| Q12 The Home responds to my questions and concerns in a timely manner. | | 97% | 100% |
| Q13 I feel informed about policies, routines and services at the Home so that I understand the context of my loved one's care. | | 97% | 95% |
| Q14 Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag). | | 91% | 100% |
| Q15 I am comfortable approaching staff with my concerns. | | 97% | 100% |
| Q16 The Home resolves my concern(s) to my satisfaction. | | 97% | 95% |
| Q17 As POA/SDM, I am provided with enough information regarding changes in medication, physical condition and plan of care in order to provide my informed consent. | | 97% | 95% |

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| | 2023 | 2024 | 2024 | Variance |
| Q18 During this past year, I am satisfied with how the Home responded to outbreaks occurring in the Home. The appropriate precautions were taken to protect my loved one. | 97% | 95% | 96% | -1% |
| Q21 I am satisfied with the Hairdressing services provided to my loved one. | 97% | 86% | 92% | -6% |
| Q22 I am satisfied with the Physiotherapy Services provided to my loved one. (heat therapy, range of motion, one to one exercises, walking) | 88% | 95% | 82% | 13% |
| Q23 I am aware of how I could access external healthcare services. (ie. dental, advanced foot care, vision and hearing services) | 100% | 95% | 89% | 7% |
| Q24 I would recommend this Home to others. | 100% | 100% | 96% | 4% |
| Resident Responses | 2023 | 2024 | 2024 | Variance |
| My Personal Care | | | | |
| Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity. | 97% | 98% | 94% | 4% |
| Q4. I feel that team members (nursing staff - PSW, RPN, RN) appreciate/respect my privacy. | 97% | 100% | 92% | 8% |
| Q5. Nursing staff take into consideration my religious, ethnic and cultural values. | 96% | 100% | 95% | 5% |
| Q6. I am encouraged and/or involved in decisions about my care. | 97% | 93% | 87% | 6% |
| Q7. Team members answer when I call (when they do so, they are respectful - knock on the door, introduce themselves, etc.) | 92% | 88% | 89% | -1% |
| Q8. Good personal care is provided (tooth brushing, bathing and dressing). | 100% | 100% | 97% | 3% |
| Q9. Nursing staff actively listen to me (listen and acknowledge what I am saying). | 95% | 98% | 91% | 7% |
| Q10. My preferences are respected regarding bathing (day/time/bath or shower). | 89% | 90% | 87% | 3% |
| Q11. My preferences are respected regarding time I prefer to go to bed. | 92% | 98% | 94% | 4% |
| Q12. My preferences are respected regarding time I prefer to get up. | 100% | 98% | 90% | 8% |
| Q13. I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent. | 89% | 83% | 86% | -3% |
| Q14. I am given timely information on how I could access external healthcare services when I require them (i.e. dental, advanced foot care, hearing services). | 97% | 88% | 85% | 3% |
| Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs. | 96% | 100% | 93% | 7% |

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| Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable). | 92% | 90% | 79% | 11% |
| My Home Environment | | | | |
| Q18. The overall cleanliness of the Home. | 100% | 100% | 98% | 2% |
| Q19. Feeling safe and secure with all team members (all staff). | 95% | 98% | 96% | 2% |
| Q20. Feeling safe and secure with other residents. | 87% | 90% | 85% | 5% |
| Q21. Feeling safe and secure in my home environment. | 89% | 93% | 95% | -2% |
| Q22. Feeling the gardens and grounds outside are inviting and well maintained. | 100% | 100% | 96% | 4% |
| Q23. Feeling the décor in public and shared areas is homelike. | 95% | 95% | 90% | 5% |
| Q24. The cleanliness and layout of my room. | 97% | 98% | 94% | 4% |
| Q25. Feeling an overall homelike environment. | 95% | 95% | 86% | 9% |
| Laundry Services | | | | |
| Q27. The Laundry Services provided over the past year (i.e. were they delivered timely and to the appropriate owner; quality of care of my clothing; missing items being found). | 92% | 87% | 86% | 1% |
| Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff members - including housekeeping, laundry, maintenance). | 92% | 95% | 97% | -2% |
| Mealtime Experiences | | | | |
| Q30. Menu choices - I am offered meal options for breakfast/lunch/dinner. | 89% | 95% | 95% | 0% |
| Q31. The availability and choice of nourishments and between meal snacks. | 97% | 100% | 91% | 9% |
| Q32. Temperature of meals were ok. | 76% | 90% | 79% | 11% |
| Q33. The food tastes good and are good portions. | 89% | 87% | 84% | 3% |
| Q34. Overall dining experience (service and atmosphere). | 83% | 93% | 89% | 4% |
| Q35. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary (staff) team members. | 95% | 98% | 98% | 0% |
| Recreation and Therapy Services | | | | |
| Q37. I enjoy the recreational activities (manicures, bingo, art therapy and games) | 97% | 96% | 99% | -3% |
| Q38. I enjoy community outings (shopping trips, lunches and day trips) | 93% | 96% | 97% | -1% |
| Q39. I enjoy intellectual programs (trivia, reminiscing, current news events) | 90% | 84% | 96% | -12% |
| Q40. I enjoy social programs (special events, socials and parties) | 94% | 93% | 98% | -5% |
| Q41. I enjoy spiritual services (church, bible study and hymn sing). | 95% | 96% | 97% | -1% |
| Q42. I am satisfied with the assistance/encouragement I receive from team members (Activation/Recreation staff) to enjoy a program. | 94% | 94% | 96% | -2% |

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| Q43. I am always asked if I want to participate in activities happening in the Home | 89% | 90% | 93% | -3% |
| Q44. I enjoy the physiotherapy services (heat therapy, range of motion, exercises). | 90% | 97% | 94% | 3% |
| Q45. I enjoy the restorative care program (i.e. meal support, bladder training, range of motion, and/or walking program). | 81% | 100% | 96% | 4% |
| Q46. I enjoy the exercise programs. | 96% | 96% | 92% | 4% |
| Q47. I am satisfied with my involvement and/or the work of the Residents' Council in the Home. | 73% | 46% | 87% | -41% |
| Q48. I enjoy the hairdressing services (assistance, availability, friendliness). | 100% | 100% | 94% | 6% |
| Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Recreation team members. | 100% | 98% | 99% | -1% |
| Communication | | | | |
| Q51. I can share my opinion without fear of consequences. | 89% | 92% | 93% | -1% |
| Q52. Team members (staff) care about any issues I may convey, I feel listened to. | 89% | 90% | 90% | 0% |
| Q53. Team members (staff) take the time to understand my concerns. | 84% | 92% | 88% | 4% |
| Q54. The Home responds to my questions/concerns in a timely manner. | 92% | 92% | 90% | 2% |
| Q55. The Home resolves my concern(s) to my satisfaction. | 88% | 82% | 89% | -7% |
| Overall | | | | |
| Q57. During the past year, I felt that the Home was taking appropriate precautions when Outbreaks occurred which helped me feel safe. | 94% | 95% | 95% | 0% |
| Q59. I would recommend this Home to others | 95% | 98% | 96% | 2% |
| Q60. Overall, I am happy with the home and the team members (staff). | 95% | 98% | 96% | 2% |