

Resident and Family Satisfaction Survey Results

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%

All LTC Homes (8)	
2024	Variance
163	-32%
286	24%
449	-27%

2024	Variance
92%	4%
92%	1%
92%	4%

2024	Variance
94%	6%
97%	-2%
96%	4%
99%	1%
90%	10%
80%	-2%
94%	6%
90%	1%
94%	6%
90%	10%
92%	3%
91%	9%
97%	3%
92%	4%
92%	3%

Resident and Family Satisfaction Survey Results

Response rate	2023	2024
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%
Q21 I am satisfied with the Hairdressing services provided to my loved one.	97%	86%
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%
Q23 I am aware of how I could access external healthcare services. (ie. dental, advanced foot care, vision and hearing services)	100%	95%
Q24 I would recommend this Home to others.	100%	100%

All LTC Homes (8)	
2024	Variance
96%	-1%
92%	-6%
82%	13%
89%	7%
96%	4%

Resident Responses	2023	2024
My Personal Care		
Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	97%	98%
Q4. I feel that team members (nursing staff - PSW, RPN, RN) appreciate/respect my privacy.	97%	100%
Q5. Nursing staff take into consideration my religious, ethnic and cultural values.	96%	100%
Q6. I am encouraged and/or involved in decisions about my care.	97%	93%
Q7. Team members answer when I call (when they do so, they are respectful - knock on the door, introduce themselves, etc.)	92%	88%
Q8. Good personal care is provided (tooth brushing, bathing and dressing).	100%	100%
Q9. Nursing staff actively listen to me (listen and acknowledge what I am saying).	95%	98%
Q10. My preferences are respected regarding bathing (day/time/bath or shower).	89%	90%
Q11. My preferences are respected regarding time I prefer to go to bed.	92%	98%
Q12. My preferences are respected regarding time I prefer to get up.	100%	98%
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%
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%
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	96%	100%

2024	Variance
94%	4%
92%	8%
95%	5%
87%	6%
89%	-1%
97%	3%
91%	7%
87%	3%
94%	4%
90%	8%
86%	-3%
85%	3%
93%	7%

Resident and Family Satisfaction Survey Results

			All LTC Homes (8)	
Response rate	2023	2024	2024	Variance
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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			All LTC Homes (8)	
Response rate	2023	2024	2024	Variance
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%