



**Report 2026-015**

## **Council Information Report**

**To:** Warden and Members of County Council

**From:** Kevin Farrell, Chief Administrative Officer

**Prepared by:** Susan Brant, Administrator Fairmount Home

**Date of meeting:** February 18, 2026

**Re:** **Fairmount Home Resident and Family Annual Satisfaction Survey 2025**

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### **Recommendation**

This report is for information purposes only.

### **Background**

The *Fixing Long-Term Care Act (FLTCA), 2021, s. 43(1)* states every license of a long-term care home shall ensure that, unless otherwise directed by the Ministry, at least once in every year a survey is taken of the residents, their families and caregiver to measure their experience with the home and the care, services, programs, and goods provided at the home.

### **Comment**

#### **Resident Family Satisfaction Survey**

Fairmount was one of eight (8) LTC homes that developed common satisfaction surveys for residents and families that met the homes' requirements under the FLTCA as well as CARF Accreditation standards. There was an individual survey for residents and a separate survey for family members, Powers of Attorney (POA) or caregivers of residents. Survey respondents were able to complete the survey by hardcopy or online.

There were 335 survey responses (213 resident responses and 122 family responses) among the eight (8) LTC homes with an overall average score for residents of 96% and families/POA of 97%. In 2025, the eight (8) LTC homes saw a 25% decrease in

residents and family members participation in the surveys when compared to the previous year.

At Fairmount, there were 67 total survey responses which is an 8% increase in the number of responses when compared to 2024. There were 13 fewer resident responses which represents a decrease of 32% when compared to the previous year. The home provides staff and volunteers to assist residents with the survey, but survey participation is voluntary. In addition, the family members' response rate increased by 82% when compared to the previous year. Overall, Fairmount's satisfaction survey results at 98% is higher than the previous year (95%) and consistent with the other homes' overall results (96%).

Management has reviewed the survey responses including the comments and will ensure actions are taken, as appropriate. The satisfaction survey results will be shared with Residents' Council and Family Council. The Resident and Family Annual Satisfaction Survey Response Summary for 2025 is attached as appendix A.

### **Strategic Priority Implications**

#### **3. Strengthen Quality of Life through Enhanced Service Delivery**

- Focus on Fairmount Home
  - Improve the quality of care and services provided to residents.

### **Financial Implications**

### **Organizations, Departments and Individuals Consulted and/or Affected**

Residents, Families & Caregivers  
Fairmount Management Team  
Fairmount Staff