

Resident and Family Satisfaction Survey Results

	2024	2025
Response rate		
Family	22	40
Residents	40	27
Total	62	67

All LTC Homes (8)	
2025	Variance
122	-25%
213	-25%
335	-25%

	2024	2025
Average score		
Family/Substitute Decision Makers	96%	99%
Residents	93%	98%
Total	95%	98%

2025	Variance
97%	2%
96%	2%
96%	3%

Family/Substitute Decision Maker Responses	2024	2025
Q3 I feel that good personal care is provided to my loved one.	100%	97%
Q4 I am satisfied with the respect and emotional support given to my loved one.	95%	100%
Q5 I am involved as much as I want to be in decisions about care.	100%	97%
Q6 The Home respects my loved one's spiritual and cultural values.	100%	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.	77%	100%
Q9 I am happy with the overall cleanliness of the Home	100%	97%
Q10 I am satisfied with the laundry services provided over the past year to my loved one. (quality, care and delivery services)	91%	100%
Q11 Nursing team members (PSW, RPN, RN) actively listen to me. (listen and acknowledge what I am saying)	100%	97%
Q12 The Home responds to my questions and concerns in a timely manner.	100%	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.	95%	100%
Q14 Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag).	100%	100%
Q15 I am comfortable approaching staff with my concerns.	100%	100%
Q16 The Home resolves my concern(s) to my satisfaction.	95%	97%
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.	95%	97%

2025	Variance
99%	-2%
99%	1%
97%	0%
100%	0%
98%	2%
87%	13%
97%	1%
96%	4%
100%	-3%
97%	3%
98%	2%
94%	6%
99%	1%
96%	1%
96%	1%

Resident and Family Satisfaction Survey Results

	2024	2025
Response rate		
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.	95%	100%
Q21 I am satisfied with the Hairdressing services provided to my loved one.	86%	97%
Q22 I am satisfied with the Physiotherapy Services provided to my loved one. (heat therapy, range of motion, one to one exercises, walking)	95%	100%
Q23 I am aware of how I could access external healthcare services. (ie. dental, advanced foot care, vision and hearing services)	95%	97%
Q24 I would recommend this Home to others.	100%	97%

All LTC Homes (8)	
2025	Variance
99%	1%
97%	0%
94%	6%
90%	7%
97%	0%

Resident Responses	2024	2025
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2025	Variance
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My Personal Care

Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	98%	100%
Q4. I feel that team members (nursing staff) appreciate/respect my privacy.	100%	100%
Q5. Team members take into consideration my religious, ethnic and cultural values.	100%	96%
Q6. I am encouraged and/or involved in decisions about my care.	93%	100%
Q7. Team members answer when I call (when they do so, they are respectful - knock on the door, introduce themselves, etc.)	88%	96%
Q8. Good personal care is provided (tooth brushing, bathing and dressing).	100%	100%
Q9. Team members actively listen to me (listen and acknowledge what I am saying).	98%	100%
Q10. My preferences are respected regarding bathing (day/time/bath or shower).	90%	100%
Q11. My preferences are respected regarding time I prefer to go to bed.	98%	100%
Q12. My preferences are respected regarding time I prefer to get up.	98%	100%
Q13. I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent.	83%	100%
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).	88%	100%
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	100%	100%
Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable).	90%	100%

99%	2%
98%	2%
98%	-2%
92%	8%
95%	2%
99%	1%
95%	6%
96%	4%
100%	0%
96%	5%
93%	7%
96%	4%
96%	4%
99%	1%

My Home Environment

Q18. The overall cleanliness of the Home.	100%	100%
Q19. Feeling safe and secure with all team members (all staff).	98%	100%

100%	0%
97%	4%

Resident and Family Satisfaction Survey Results

Response rate	2024	2025
Q20. Feeling safe and secure with other residents.	90%	92%
Q21. Feeling safe and secure in my home environment.	93%	100%
Q22. Feeling the gardens and grounds outside are inviting and well maintained.	100%	100%
Q23. Feeling the décor in public and shared areas is homelike.	95%	100%
Q24. The cleanliness and layout of my room.	98%	100%
Q25. Feeling an overall homelike environment.	95%	100%

All LTC Homes (8)	
2025	Variance
94%	-2%
97%	3%
98%	2%
96%	4%
97%	4%
93%	7%

Resident and Family Satisfaction Survey Results

			All LTC Homes (8)	
Response rate	2024	2025	2025	Variance
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).	87%	96%	91%	5%
Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff members - including housekeeping, laundry, maintenance).	95%	100%	98%	2%
Mealtime Experiences				
Q30. Menu choices - I am offered meal options for breakfast/lunch/dinner.	95%	100%	96%	4%
Q31. I am satisfied with the availability and choice of nourishments and between meal snacks.	100%	96%	88%	8%
Q32. Temperature of meals were ok.	90%	87%	84%	3%
Q33. The food tastes good and are good portions.	87%	100%	88%	11%
Q34. Overall dining experience (service and atmosphere).	93%	100%	92%	8%
Q35. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary (staff) team members.	98%	98%	98%	0%
Recreation and Therapy Services				
Q37. I enjoy the recreational activities (manicures, bingo, art therapy and games)	96%	100%	99%	0%
Q38. I enjoy community outings (shopping trips, lunches and day trips)	96%	96%	99%	-3%
Q39. I enjoy intellectual programs (trivia, reminiscing, current news events)	84%	91%	98%	-8%
Q40. I enjoy social programs (special events, socials and parties)	93%	95%	99%	-4%
Q41. I enjoy spiritual services (church, bible study and hymn sing).	96%	95%	98%	-4%
Q42. I am satisfied with the assistance/encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	94%	95%	96%	-1%
Q43. I am always asked if I want to participate in activities happening in the Home	90%	76%	95%	-19%
Q44. I enjoy the physiotherapy services (heat therapy, range of motion, exercises).	97%	96%	96%	-1%
Q45. I enjoy the restorative care program (i.e. meal support, bladder training, range of motion, and/or walking program).	100%	95%	96%	-1%
Q46. I enjoy the exercise programs.	96%	95%	95%	1%
Q47. I am satisfied with my involvement and/or the work of the Residents' Council in the Home.	46%	95%	89%	6%
Q48. I enjoy the hairdressing services (assistance, availability, friendliness).	100%	91%	96%	-5%
Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Recreation team members.	98%	96%	99%	-3%
Communication				

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Response rate	2024	2025
Q51. I can share my opinion without fear of consequences.	92%	100%
Q52. Team members (staff) care about any issues I may convey, I feel listened to.	90%	100%
Q53. Team members (staff) take the time to understand my concerns.	92%	100%
Q54. The Home responds to my questions/concerns in a timely manner.	92%	100%
Q55. The Home resolves my concern(s) to my satisfaction.	82%	100%

Overall

Q57. During the past year, I felt that the Home was taking appropriate precautions when Outbreaks occurred which helped me feel safe.	95%	100%
Q59. I would recommend this Home to others	98%	100%
Q60. Overall, I am happy with the home and the team members (staff).	98%	100%

All LTC Homes (8)	
2025	Variance
97%	2%
95%	5%
95%	4%
93%	7%
94%	5%

98%	3%
97%	3%
98%	3%