

Family/SDM responses		2023
Care and Services		
Q2. How often do you visit the home		At least once/wk 50%
Q3. I feel that good personal care is provided to my loved one.		95%
Q4. I am satisfied with the respect and emotional support given to my loved one.		100%
Q5. I am involved as much as I want to be in decisions about care.		95%
Q6. The Home respects my loved one's spiritual and cultural values.		100%
Q7. I am satisfied with the medical attention provided by my loved ones Physician		100%
Q8. I feel there is enough recreation programs that meet the individual needs and interests of each resident.		86%
Q9. I am happy with the overall cleanliness of the home.		100%
Q10. I am satisfied with the laundry services provided over the past year ie. the quality, care and delivery services.		95%
Communication		
Q11. Team Members (staff) actively listen to me (listen and acknowledge what I am saying).		100%
Q12. The Home responds to my questions and concerns in a timely manner		95%
Q13. I feel informed about policies, routines and services at the Home so that I understand the context of my loved one's care.		100%
Q14. Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag)		100%
Q15. I am comfortable approaching team members (staff) with my concerns.		100%
Q16. The Home resolves my concern(s) to my satisfaction.		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.		95%
Q18. During this past year, I am satisfied with how the home responded to the COVID-19 Pandemic. I felt that the appropriate precautions were taken to protect my loved one.		100%
Q19. Resident visiting options including virtual, outdoor and indoor have been organized, accessible and accommodating during this COVID-19 pandemic.		95%
Contract Services		
Q20. I am satisfied with the Hairdressing Services provided to my loved one.		90%
Q21. I am satisfied with the Physiotherapy services (heat therapy, range of motion exercises, one to one exercises, walking)		89%
Q22. I am aware of how I can access external healthcare services for my loved one. (ie dental, advanced footcare, vision, hearing services)		95%
Summary		
Q23. I would recommend this Home to others.		95%
Q25. Are you interested in participating in Family Council		Yes-0 No-18 More Info-2 Skipped-2
Q26. Are you interested in becoming a volunteer at the Home		Yes-0 No-22