

Resident responses	2023
Personal Care	
Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	95%
Q4. I feel that team members (nursing staff) appreciate / respect my personal privacy.	95%
Q5. Team members (nursing staff), take into consideration my religious, ethnic and cultural values.	100%
Q6. I am encouraged and/or involved in decisions about my care.	84%
Q7. Team members answer when I call (when they do so, they are respectful – knock on the door, introduce themselves, etc.)	68%
Q8. Good personal care is provided (tooth brushing, bathing and dressing)	94%
Q9. Team members (nursing team) actively listen to me (listen and acknowledge what I am saying).	73%
Q10. My preferences are respected regarding bathing (day/time/bath or shower)	89%
Q11. My preferences are respected regarding time I prefer to go to bed.	89%
Q12. My preferences are respected regarding time I prefer to get up.	84%
Q13. I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent.	68%
Q14. I am given timely information on how I may access external healthcare services (ie. dental, advanced foot care, hearing services)	66%
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	100%
Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if	59%
My Home Environment	
Q18. I am happy with the overall cleanliness of the Home.	89%
Q19. I feel safe and secure with all team members	84%
Q20. I feel safe and secure with other residents.	71%
Q21. I feel safe and secure in my home environment.	84%
Q22. I feel the gardens and grounds outside are inviting and well maintained.	76%
Q23. Feeling the décor in public and shared areas is homelike.	89%
Q24. I am happy with the cleanliness and layout of my room.	84%
Q25. I am feeling an overall homelike environment.	84%
Laundry Services	
Q27. I am satisfied with the Laundry Services provided over the past year. (ie. Were they delivered timely and to the appropriate owner; quality of care of my clothing; missing items being found)	58%
Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff) members. (includes Housekeeping, Laundry, Maintenance)	100%
Dietary	
Q30. Menu Choices – I am offered meal options for breakfast/lunch/ dinner.	95%
Q31. The availability and choice of nourishment and between meal snacks.	100%

Q32. The temperature of the meals were ok.	84%
Q33. The food tastes good and are good portions.	84%
Q34. Overall dining experience (Service and Atmosphere)	79%
Q35. Overall, I am treated with kindness, courtesy, fairness, respect and dignity by the Dietary (staff) team members.	95%
Recreation and Therapy Services	
Q37. I enjoy the Recreational / Emotional activities (manicures, bingo, art therapy, reminiscing)	100%
Q38. I enjoy the Community Outings (shopping trips, lunches out, day trips)	67%
Q39. I enjoy the Intellectual Programs (trivia, word games, current news events)	80%
Q40. I enjoy the Social Programs (special events, resident socials, parties)	100%
Q41. I enjoy the spiritual services, church (in person/virtual/TV) Bible study, hymn sing	100%
Q42. I am satisfied with the assistance / encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	100%
Q43. I am always asked if I want to participate in Recreation Programs happening in the Home.	100%
Q44. I enjoy the Physiotherapy Services (heat therapy, range of motion exercises on a one to one basis)	64%
Q45. I enjoy the Restorative Care Program (i.e. meal support, bladder training, range of motion exercises, and/or walking program)	50%
Q46. I enjoy the Exercise Programs (yoga, fun & fitness, ball toss)	70%
Q47. I am satisfied with my involvement and/or the work of the Residents' Council in the Home	89%
Q48. I enjoy the Hairdressing Services (assistance, availability, friendliness)	82%
Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation / Recreation team (staff)	100%
Communication	
Q51. I can share my opinion without fear of consequences	79%
Q52. Team members (staff) care about any issues I may convey, I feel listened to.	89%
Q53. Team members (staff) take the time to understand my concerns	79%
Q54. The Home responds to my questions/concerns in a timely manner.	74%
Q55. The Home resolves my concern(s) to my satisfaction	77%
Overall	
Q57. During this past year, the Home has kept me informed of the COVID-19 policies, procedures and changes.	100%
Q58. With the COVID-19 precautions considered, I was given appropriate opportunities to connect with my loved ones (Face time, Skype, phone calls, indoor and outdoor and window visits.)	86%
Q59. During this year, I felt that the home was taking appropriate precautions for the COVID-19 pandemic that helped me to feel safe.	100%
Overall	
Q61. I would recommend this Home to others.	84%
Q62. Overall, I am happy with the home and the team members. (staff)	95%