

Resident responses	2024
Personal Care	
Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	98%
Q4. I feel that team members (nursing staff - PSW, RPN, RN) appreciate / respect my personal privacy.	92%
Q5. Team members (nursing staff), take into consideration my religious, ethnic and cultural	66%
Q6. I am encouraged and/or involved in decisions about my care.	91%
Q7. Team members answer when I call (when they do so, they are respectful – knock on the door, introduce themselves, etc.)	95%
Q8. Good personal care is provided to me (tooth brushing, bathing and dressing)	90%
Q9. Team members (nursing staff) actively listen to me (listen and acknowledge what I am saying).	88%
Q10. My preferences are respected regarding bathing (day/time/bath or shower)	95%
Q11. My preferences are respected regarding time I prefer to go to bed.	97%
Q12. My preferences are respected regarding time I prefer to get up.	95%
Q13. I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent.	90%
Q14. I am given timely information on how I may access external healthcare services (ie. dental, advanced foot care, hearing services)	85%
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	77%
Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable)	67%
My Home Environment	
Q18. The overall cleanliness of the Home.	98%
Q19. I feel safe and secure with all team members (all staff)	98%
Q20. I feel safe and secure with other residents.	84%
Q21. I feel safe and secure in my home environment.	92%
Q22. I feel the gardens and grounds outside are inviting and well maintained.	91%
Q23. Feeling the décor in public and shared areas is homelike.	82%
Q24. I am satisfied with the cleanliness and layout of my room.	98%
Q25. I am feeling an overall homelike environment.	76%
Laundry Services	
Q27. 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)	95%
Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff) members. (includes Housekeeping, Laundry, Maintenance)	98%
Dietary	
Q30. Menu Choices – I am offered meal options for breakfast/lunch/ dinner.	98%

Q31. I am satisfied with the availability and choice of nourishment and between meal snacks.	91%
Q32. The temperature of the meals were ok.	90%
Q33. The food tastes good and I receive good portions.	91%
Q34. Overall dining experience (Service and Atmosphere)	85%
Q35. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary (staff) team members.	97%
Recreation and Therapy Services	
Q37. I enjoy the Recreational / Emotional activities (manicures, bingo, art therapy, reminiscing)	84%
Q38. I enjoy the Community Outings (walks in the outdoors or in the community, shopping trips, day trips)	63%
Q39. I enjoy the Intellectual Programs (trivia, word games, current news events)	53%
Q40. I enjoy the Social Programs (special events, resident socials, parties)	68%
Q41. I enjoy the spiritual services, church (in person/virtual/TV) Bible study, hymn sing	68%
Q42. I am satisfied with the assistance / encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	77%
Q43. I am always asked if I want to participate in activities happening in the Home.	98%
Q44. I enjoy the Physiotherapy Services (heat therapy, range of motion exercises)	76%
Q45. I enjoy the Restorative Care Program (i.e. meal support, bladder training, range of motion exercises, and/or walking program)	73%
Q46. I enjoy the Exercise Programs	52%
Q47. I am satisfied with my involvement and/or work of the Residents' Council in the Home	94%
Q48. I enjoy the Hairdressing Services (assistance, availability, service and friendliness)	93%
Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation / Recreation team (staff)	97%
Communication	
Q51. I can share my opinion without fear of consequences	91%
Q52. Team members (staff) care about any issues I may convey, I feel listened to.	93%
Q53. Team members (staff) take the time to understand my concerns	93%
Q54. The Home responds to my questions/concerns in a timely manner.	93%
Q55. The Home resolves my concern(s) to my satisfaction	86%
Q57. During this year, I felt that the Home was taking appropriate precautions when Outbreaks occurred which helped keep me safe.	97%
Overall	
Q59. I would recommend this Home to others.	95%
Q60. Overall, I am happy with the home and the team members. (staff)	95%