

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%

2024 - total number of respondents - 24

Resident responses	Recommendations
Personal Care	
Q5. Team members (nursing staff), take into consideration my religious, ethnic and cultural values.	Concern that residents didn't understand the question
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	One resident not happy with any product that is provided to them.
Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable)	This rating has improved from 2023 but residents feel that physician doesn't visit them regularly
My Home Environment	
Q25. I am feeling an overall homelike environment.	Response was related to the renovations and limited space available for residents
Recreation and Therapy Services	
Q38. I enjoy the Community Outings (shopping trips, lunches out, day trips)	It has been difficult to get transportation for residents as we are in a rural community. Residents are satisfied with outdoor walks and patio visits.
Q39. I enjoy the Intellectual Programs (trivia, word games, current news events)	Due to renovations, there wasn't any area for large programs which impacted our rating
Q40. I enjoy the Social Programs (special events, resident socials, parties)	Due to renovations, there wasn't any area for large programs which impacted our rating
Q41. I enjoy the spiritual services, church (in person/virtual/TV) Bible study, hymn sing	Due to renovations, there wasn't any area for large programs which impacted our rating, residents satisfied at this time
Q42. I am satisfied with the assistance / encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	Three new staff hired so residents may have needed more time to get to know them before completing this question
Q44. I enjoy the Physiotherapy Services (heat therapy, range of motion exercises on a one to one basis)	Some residents have concerns with ethnicity and performance of the PA. This has been rectified with a new hire
Q45. I enjoy the Restorative Care Program (i.e. meal support, bladder training, range of motion exercises, and/or walking program)	One resident not happy with any programming that is offered to her. New staff have improved the programs.
Q46. I enjoy the Exercise Programs (yoga, fun & fitness, ball toss)	Currently being performed by physio assistant and this has shown great improvement with the residents

The above questions required review and potential action. The survey was reviewed with residents at residents council on March 10, 2025 and they agreed that the results were influenced by the renovations and limited staffing in the Life Enrichment Department. They did not feel that a working group is necessary. Questions that are not addressed here had an 80% or higher survey rate.