

<b>Resident responses</b>	<b>2025</b>
<b>Personal Care</b>	
Q3. I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	96%
Q4. I feel that team members (nursing staff - PSW, RPN, RN) appreciate / respect my personal privacy.	96%
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.	92%
Q7. Team members answer when I call (when they do so, they are respectful – knock on the door, introduce themselves, etc.)	83%
Q8. Good personal care is provided to me (tooth brushing, bathing and dressing)	92%
Q9. Team members (nursing staff) actively listen to me (listen and acknowledge what I am saying).	92%
Q10. My preferences are respected regarding bathing (day/time/bath or shower)	100%
Q11. My preferences are respected regarding time I prefer to go to bed.	100%
Q12. My preferences are respected regarding time I prefer to get up.	96%
Q13. I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent.	92%
Q14. I am given timely information on how I may access external healthcare services (ie. dental, advanced foot care, hearing services)	100%
Q15. The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	92%
Q16. I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable)	96%
<b>My Home Environment</b>	
Q18. The overall cleanliness of the Home.	100%
Q19. I feel safe and secure with all team members (all staff)	100%
Q20. I feel safe and secure with other residents.	88%
Q21. I feel safe and secure in my home environment.	100%
Q22. I feel the gardens and grounds outside are inviting and well maintained.	100%
Q23. Feeling the décor in public and shared areas is homelike.	88%
Q24. I am satisfied with the cleanliness and layout of my room.	96%
Q25. I am feeling an overall homelike environment.	83%

<b>Laundry Services</b>	
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)	100%
Q28. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff) members. (includes Housekeeping, Laundry, Maintenance)	96%
<b>Dietary</b>	
Q30. Menu Choices – I am offered meal options for breakfast/lunch/dinner.	100%
Q31. I am satisfied with the availability and choice of nourishment and between meal snacks.	75%
Q32. The temperature of the meals were ok.	38%
Q33. The food tastes good and I receive good portions.	71%
Q34. Overall dining experience (Service and Atmosphere)	88%
Q35. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary (staff) team members.	100%
<b>Recreation and Therapy Services</b>	
Q37. I enjoy the Recreational / Emotional activities (manicures, bingo, art therapy, reminiscing)	75%
Q38. I enjoy the Community Outings (walks in the outdoors or in the community, shopping trips, day trips)	100%
Q39. I enjoy the Intellectual Programs (trivia, word games, current news events)	100%
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.	92%
Q43. I am always asked if I want to participate in activities happening in the Home.	100%
Q44. I enjoy the Physiotherapy Services (heat therapy, range of motion exercises)	100%
Q45. I enjoy the Restorative Care Program (i.e. meal support, bladder training, range of motion exercises, and/or walking program)	100%
Q46. I enjoy the Exercise Programs	100%
Q47. I am satisfied with my involvement and/or work of the Residents' Council in the Home	96%

Q48. I enjoy the Hairdressing Services (assistance, availability, service and friendliness)	100%
Q49. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation / Recreation team (staff)	100%
<b>Communication</b>	
Q51. I can share my opinion without fear of consequences	92%
Q52. Team members (staff) care about any issues I may convey, I feel listened to.	96%
Q53. Team members (staff) take the time to understand my concerns	96%
Q54. The Home responds to my questions/concerns in a timely manner.	100%
Q55. The Home resolves my concern(s) to my satisfaction	100%
Q57. During this year, I felt that the Home was taking appropriate precautions when Outbreaks occurred which helped keep me safe.	100%
<b>Overall</b>	
Q59. I would recommend this Home to others.	96%
Q60. Overall, I am happy with the home and the team members. (staff)	100%

2025 - total number of respondents - 24

Resident responses	Recommendations
<b>Dietary</b>	
Q31. I am satisfied with the availability and choice of nourishment and between meals snacks.	Residents are happy with the current selection and feel they are able to suggest changes to the snacks and they are then changed.
Q32. The temperature of the meals were ok.	Residents felt that this response was related to the timing of the survey being completed during an outbreak.
Q33. The food tastes good and I receive good portions.	Currently there are no concerns with portion size and residents know that they can request smaller portions.

The above questions required review and potential action. The survey was reviewed with residents at residents council on February 12, 2026 and they agreed that the results related to temperature of food was due to the home being in an outbreak at the time the survey was completed. Residents stated that during outbreak, the food temperatures are not always consistent. They did not have any concerns with the snacks that are offered or the size of the portions. They did not feel that a working group is necessary. Questions that are not addressed here had an 80% or higher survey rate.