

2023 RESIDENT SATISFACTION SURVEY RESULTS - SUMMARY

QUESTIONS	2021 Positive Response	2022 Positive Response	2023 Positive Response	DISCUSSION AND FOCUSES FOR 2024 FROM REISDENTS COUNCIL
GENERAL EXPERIENCE	96%	95%	94%	
Staff treat me with respect and dignity	97%	98%	98%	
Staff introduce themselves and address me by my preferred name	95%	↓ 83%	↓ 76%	Residents are happy to hear name tags for team members are being discussed. Residents suggested changing room name signage to "preferred" name. Residents feel they need to ask staff names, would like them to introduce themselves when entering the room, especially those that cannot see well.
Staff respect my privacy	94%	↑ 98%	↑ 100%	
Staff respect my cultural and spiritual values and needs	93%	↑ 96%	94%	
I feel safe here	97%	95%	↑ 98%	
The Home's response to outbreaks and infection control needs meet my expectations	100%	98%	↓ 93%	
I have not experienced any form of mistreatment in the Home	97%	98%	98%	
If you HAVE experienced mistreatment, please provide details.	X1	X1	0	
COMMUNICATION	88%	89%	90%	
I feel heard and my concerns are followed through on	86%	↓ 77%	↑ 85%	
Staff communicate well together about my needs	84%	↑ 92%	↑ 95%	
I am involved in decisions about my care	86%	↑ 97%	↓ 89%	Residents felt staff do discuss care, not sure why decrease. Will continue to involve residents and families in Wellness Reviews.
I feel comfortable speaking with staff if I have a problem without fear	96%	↓ 89%	↑ 93%	
I am able to communicate openly and freely regarding my care and service needs	89%	91%	90%	
My call bell is within reach and I am attended to in a timely manner.	N/A	N/A	86%	
CARE PROVISION	88%	90%	↑ 93%	
I have confidence in the care staff (nurses and PSWs)	97%	↓ 89%	↑ 95%	
Staff are available when I need them	87%	↑ 92%	93%	
I have choices regarding my care and my preferences	91%	↑ 96%	97%	
I feel I receive sufficient care and time from the staff	72%	↑ 75%	↑ 84%	Goal for 2025 = 4 hours of care
My pain is well managed.	90%	93%	92%	
Staff encourage me to do things that I am able to do for myself	88%	↑ 96%	97%	
I receive sufficient support for my continence needs and products	N/A	N/A	94%	

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Staff help me access other health professionals if needed	90%	↑ 100%	↓ 91%	Consider creating a resource for families for internal and external resources. Will consider for our QIP
Staff support my emotional well-being.	N/A	N/A	90%	
FOOD & MEALTIME EXPERIENCE	91%	90%	90%	
I receive the help I need to eat and drink throughout the day including getting set up and opening items.	96%	↓ 90%	92%	
There is a good variety of food and drinks offered to me and I am happy with the menus	89%	88%	88%	
The dining experience is pleasant and enjoyable	88%	89%	↓ 84%	Resident feel they are being rushed, taking table cloths off quickly, dessert being served too quickly. Some areas would like relaxed music, decreased volume. Checking in on small dining room should be taking place. Personal and loud conversation between staff outside of server are taking place which is disruptive. This will be a focus for our QIP.
I get enough to eat and drink	97%	↓ 94%	↑ 97%	
The overall quality of the food and drink is good	86%	↓ 82%	↑ 90%	
I am offered snacks throughout the day including in between meals and before bed	N/A	97%	↓ 90%	Leadership team finding snack food is returned both days and evenings. Will consider this as a focus for QIP.
HOME ENVIRONMENT AND SERVICES	91%	↑ 97%	96%	
The Home is kept clean	100%	↓ 97%	↑ 100%	
The noise level in the Home is appropriate for the time of day	89%	↑ 100%	98%	
The temperature of the Home is comfortable	84%	↑ 97%	95%	
The laundry services are good	92%	↑ 100%	↓ 95%	Residents noted turn around time is slower. Machines potentially hard on their clothes. Leadership noted that turn around time has not changed. Will continue to follow up with individual concerns.
The staff respect my personal belongings	89%	↑ 94%	95%	
The Home provides a homelike, welcoming atmosphere	94%	94%	93%	
There are enough spaces for me to visit outside of my room (indoors and outdoors)	N/A	N/A	95%	
ACTIVITIES EXPERIENCE	85%	↓ 72%	↑ 81%	
I can choose whether or not to participate in activities	97%	↓ 93%	92%	
I enjoy the activities that I attend in the Home	94%	↓ 72%	74%	Residents state full time programers “enjoy” the program with residents where part-time do not participate as much. Leadership will be completing observations of activities to provide feedback. Will be a focus for our QIP.
If I am unable to participate in an activity, I am offered alternatives (ie. Reading, iPad, TV, etc.)	N/A	57%	↑ 83%	
The variety and quality of activities meets my needs	72%	↑ 79%	↓ 75%	Residents feel some activities are too childish in engagement centres. More exercise groups. Appreciate small groups (feel they can make mistakes), would like LE to be mindful of this,

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				getting to know other residents. Resident would like to see the LE team promoting activities more, discussion on what the activity will look like. Higher functioning activities such as euchre, ping pong, shuffleboard, etc.. More options for movies instead of staff choosing for residents. Staff being on time for programs. Covering when staff are not there for scheduling, can look at inviting others from non-program areas to activities on other areas. This will be discussed with residents on quarterly basis. This will be a focus of our QIP.
I am given the opportunity to be outdoors	77%	↓ 61%	↑ 79%	Barriers from COVID decreased, Walking on Sunshine program. Will look to continue in 2024.
GENERAL SATISFACTION	100%	100%	100%	
Overall, this is a good place to live	100%	100%	100%	
I would recommend this Home to others	100%	100%	100%	