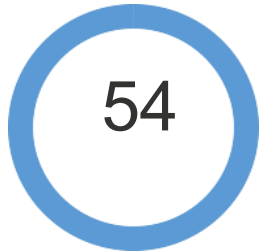


# Family Satisfaction Survey 2023

Respondents

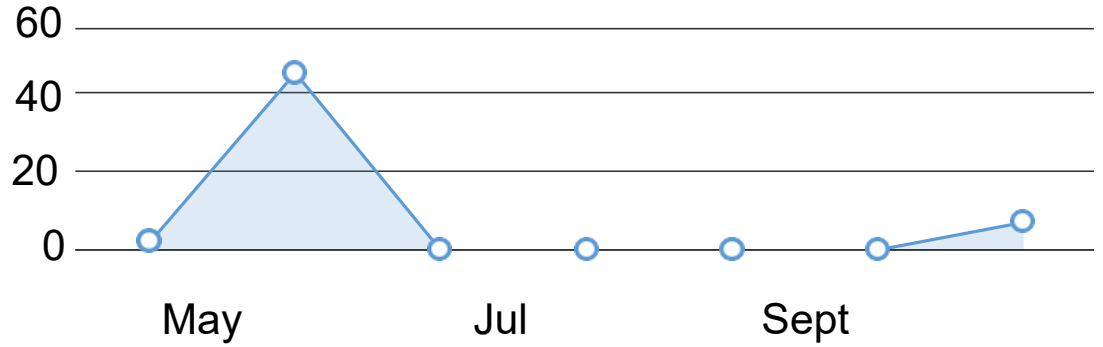


Reached end



100%

Response Timeline



N54

Are the staff friendly, courteous, respectful and treat your Resident with dignity?

Usually: 9%



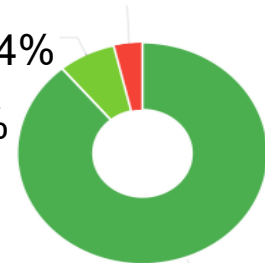
Yes: 91%

N54

Does the staff speak privately about your Resident's health status/condition or behaviours?

No: 4%

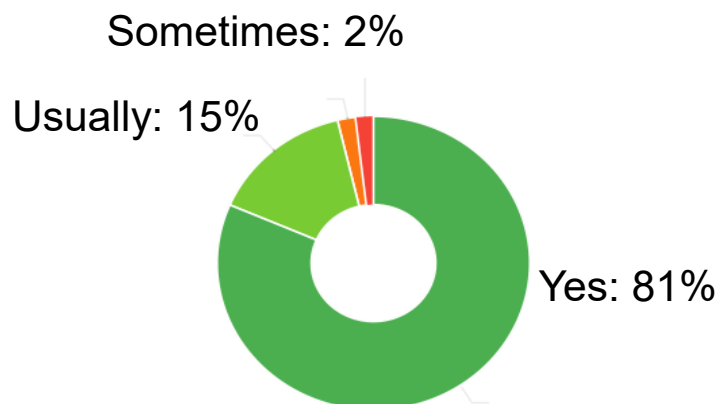
Usually: 7%



Yes: 89%

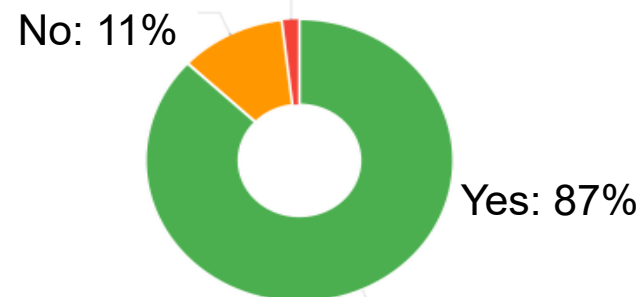
N54

Does your Resident receive appropriate assistance with all of their care needs?



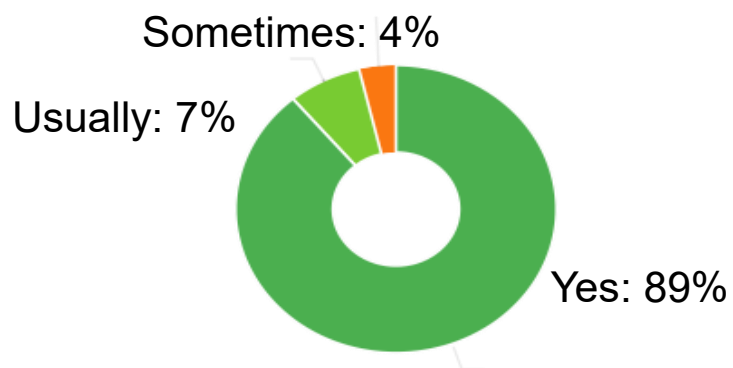
N54

Are you aware that if the Resident is competent to make their own decisions, staff are not required to contact Power of Attorney(s)/Substitute Decision Maker(s)?



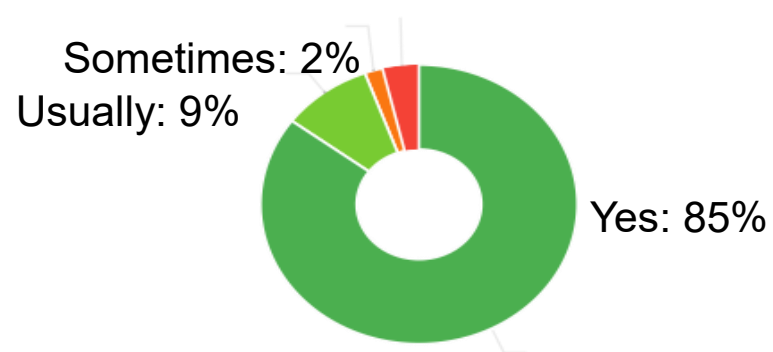
N54

Are you informed of changes in your Resident's condition?







N54

Does the home work with your Resident to accommodate their grooming preferences?








N54






Does the home work with your Resident to accommodate their food preferences?

	Count	% of responses	%
Yes	47		87%
Usually	5		9%
Sometimes	1		2%
No	0		
No Answer	1		2%

Does the home work with your Resident to accommodate their activity preferences?

	Count	% of responses	%
Yes	41		76%
Usually	2		4%
Sometimes	5		9%
No	1		2%
No Answer	5		9%

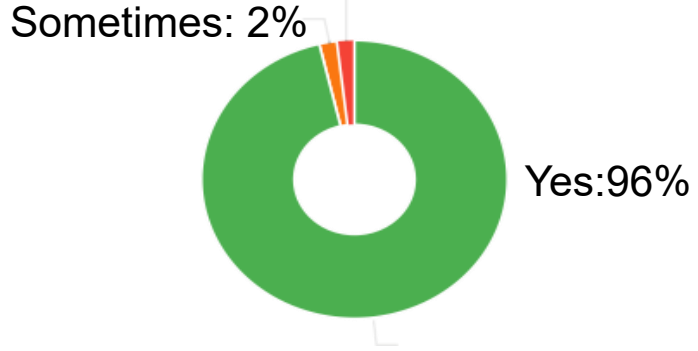
Do you feel multi-team conferences allow for your input?

	Count	% of responses	%
Yes	46		85%
Usually	2		4%
Sometimes	0		
No	2		4%
Not Applicable	1		2%
No Answer	3		6%

Is the physician available to speak to you on request?

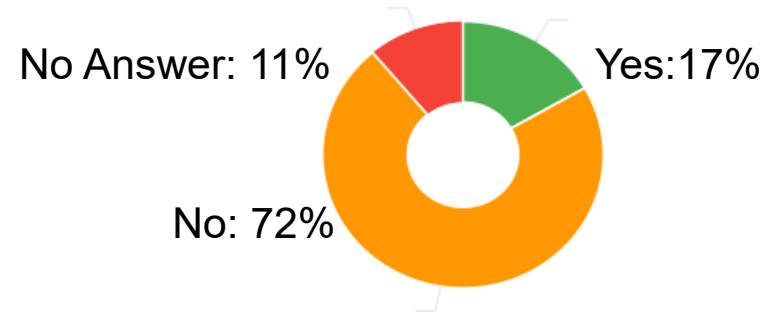
	Count	% of responses	%
Yes	24		44%
Usually	8		15%
Sometimes	7		13%
No	8		15%
Not Applicable	2		4%
No Answer	5		9%

Is the home clean and comfortable?



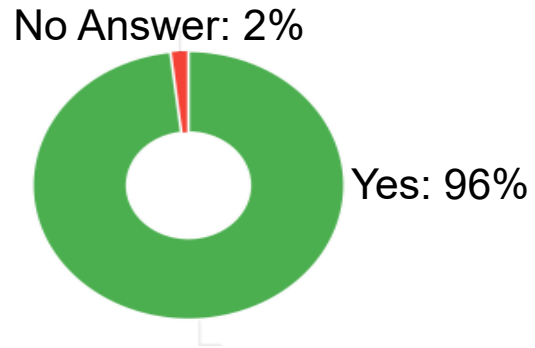
N54

Are there other services you would like to see provided. If yes, please provide details below.





N54

Is the home a safe environment?

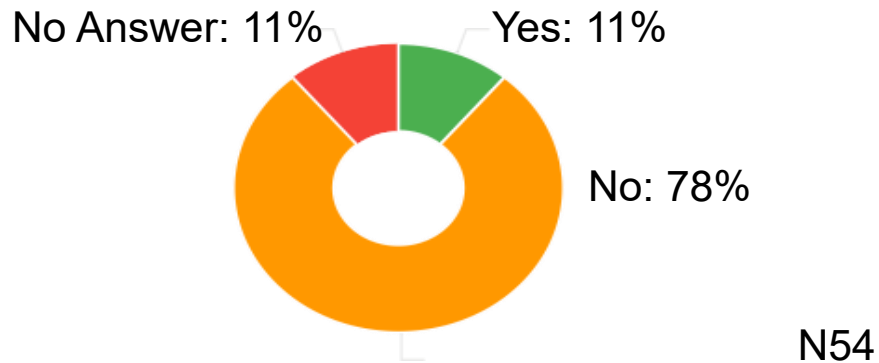


Comments	Report
All Good!	<input type="checkbox"/>
Maybe more volunteers to visit or walk	<input type="checkbox"/>
Transferred to the Lodge before Christmas, I requested the Doctor to call me - he has never called. I would like him to call me	<input type="checkbox"/>
More physio, massage therapy, IV therapy, hair dresser	<input type="checkbox"/>
Eye exams	<input type="checkbox"/>
More activities	<input type="checkbox"/>
Hairdresser- it's unacceptable that the home hasn't had a chair dresser in 3 years.	<input type="checkbox"/>
Ability for Dad to join Mom for occasional meals	<input type="checkbox"/>
Visit from Catholic Priest- to be given holy communion	<input type="checkbox"/>
Nail cutting/Hair cuts	<input type="checkbox"/>
Hopefully soon they can go on outings again ex. out for a meal, out to go swimming	<input type="checkbox"/>
I would like to see all caregivers within the home, including the doctor, be provided with in depth information and workshops on dementia and Alzheimer's.	<input type="checkbox"/>

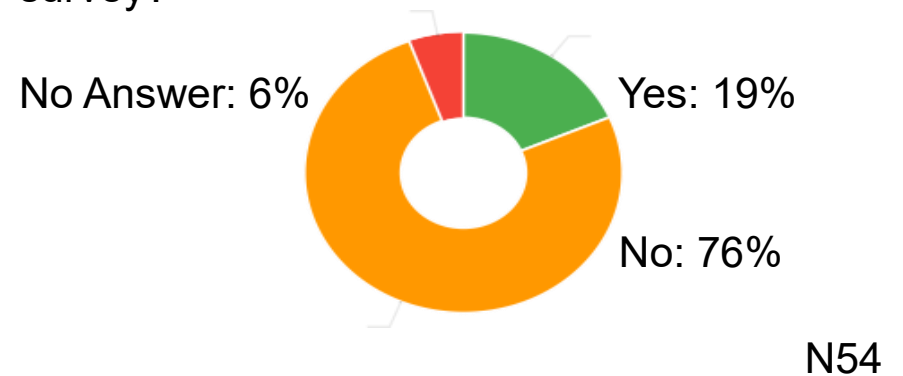
Are business transactions and matters regarding finances dealt with efficiently and to your satisfactions?

	Count	% of responses %
Yes	52 	96%
Usually	0	
Sometimes	0	
No	0	
No Answer	2 	4%






Are you interested in joining Family Council?



Would you like to be contacted to discuss the survey?



If yes, which department is your concern related to:

	Count	% of responses	%
None of the above	22		69%
Programs	5		16%
Nursing	3		9%
Housekeeping/Laundry	2		6%
Dietary	2		6%
Maintenance	0		
Administration	0		
Business Services/Financial	0		

Comments:	Report
Talking to one nurse is not a multiteam conference. Waste of my time. 'Not Sure' - about physician availability to speak upon request. Contact for discussion 'only if you feel the need'. Did request urinal bottle be changed more often because of the smell. Are they not cleaned regularly? A nurse applied cream to groin before cleaning the area. On the whole, content and the care is good.	<input type="checkbox"/>
Couldn't be happier with the wonderful care my dad receives. We found the best place possible! Haven't required to speak to physician yet - 'He signed an ADP form for hearing aids in a timely manner.	<input type="checkbox"/>
We would like to see more opportunities for mom to sit and chat with others i.e. Vera or Mr Robinson. Fantastic follow up re newspapers, etc.	<input type="checkbox"/>
We have only joined this community for over a week, still trying to navigate. Thank you!	<input type="checkbox"/>



The entire staff has been helpful in all situations.	<input type="checkbox"/>
Kindly have the Dr. give me a call. Thank You	<input type="checkbox"/>
Somehow TV remote was absent a month ago- asked about its whereabouts- no one was sure- since then 3 more different ones that no one know how to operate- pay \$35 a month in cable for him to watch TV, was still a issue as of last week coming in today to see if anything has changed.	<input type="checkbox"/>
Suggesting that sitting room TVs not be tuned to movies as cannot understand/game shows or animals.	<input type="checkbox"/>
Contact 'if you see a need to'. Very happy with you all.	<input type="checkbox"/>
Would like to be contacted by Nurse Practitioner as a follow up to survey. The home is not the same since COVID. The housekeeping staff is not doing their part. I cleaned my mother's room myself. Also was made aware the Nurse Practitioner quit that's concerning considering the doctor is not present and lastly get hair dresser. The residents need this service.	<input type="checkbox"/>
All members of the team are friendly and professional, ready to help when needed. Thank you for all the hard work!	<input type="checkbox"/>
My brother is very happy here.	<input type="checkbox"/>
We are very pleased with the care received.	<input type="checkbox"/>
My mother is happy with her room, likes staff, enjoy participating in activities. Big praise to Lyndsay and Vicki!	<input type="checkbox"/>

A resident of Norview just over 5 years. We are grateful to ALL staff for their hard work, dedication and compassion shown. Norview strong!	<input type="checkbox"/>
My sister never hesitates to tell us how much she loves Norview. Her comments are always positive. We appreciate 'all' of you so much for taking such good care of our sister.	<input type="checkbox"/>
None, your staff is great. I have no worries about my mother at all. Thank you.	<input type="checkbox"/>
Very satisfied with care.	<input type="checkbox"/>
We could not be happier with Norview. Thank you.	<input type="checkbox"/>
Well pleased with the care mom gets from all persons involved.	<input type="checkbox"/>
Excellent residence, wonderful activity program	<input type="checkbox"/>
You guys are doing a great job and thank you.	<input type="checkbox"/>
I am pleased with the care. Staff are all friendly and helpful.	<input type="checkbox"/>