

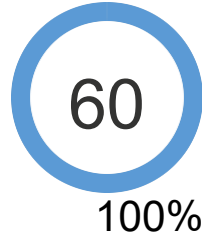
# Resident Satisfaction Survey 2023

Respondents

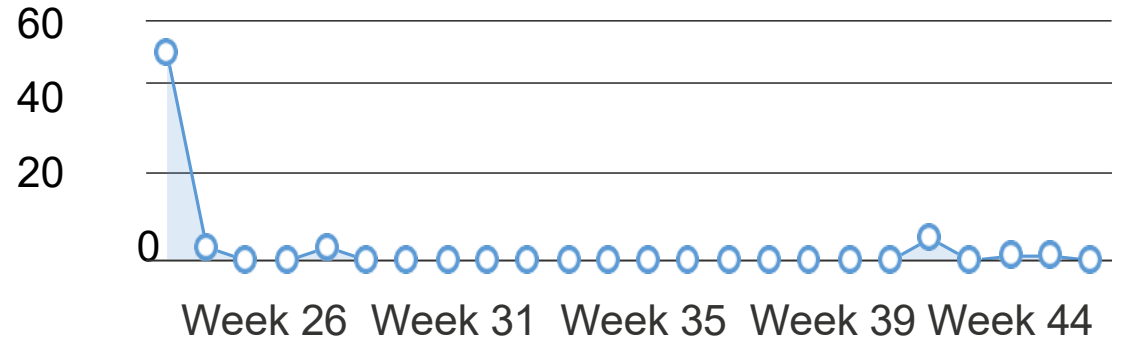


Week 48

Reached end

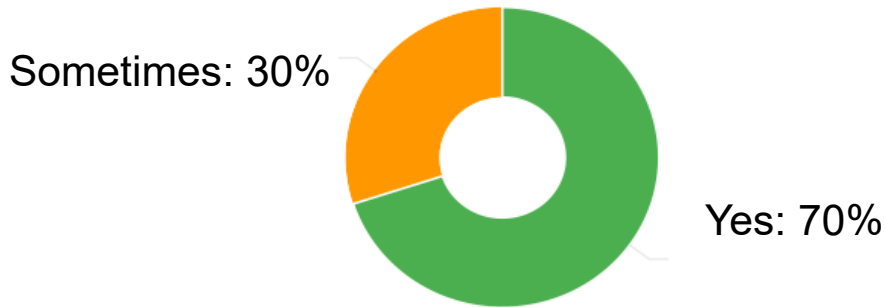


Response timeline



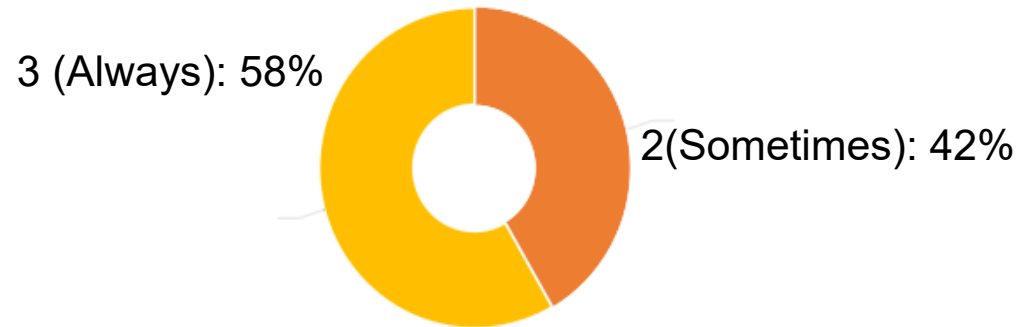
N60

Do you feel the staff are courteous and respectful?



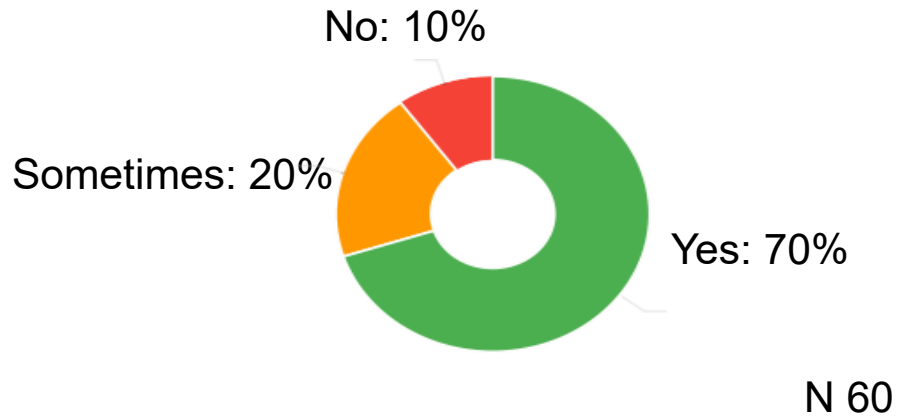
N60

What number would you use to rate how well staff listen to you?

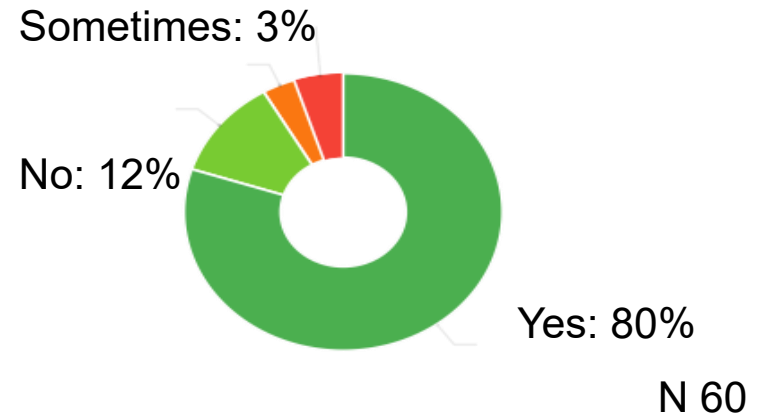


N60

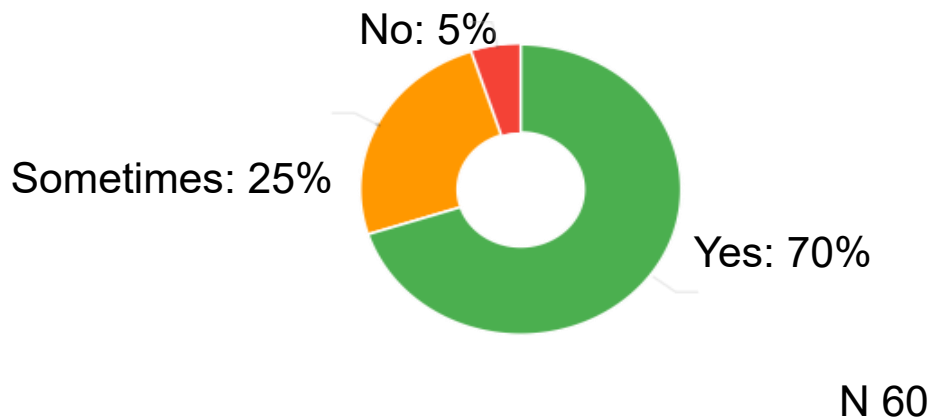
I can express my opinion without fear of consequences.



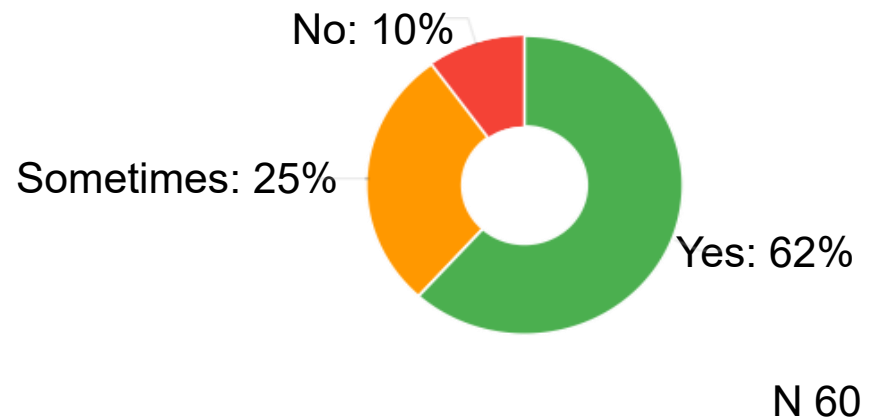
I would recommend this long-term care home to others.



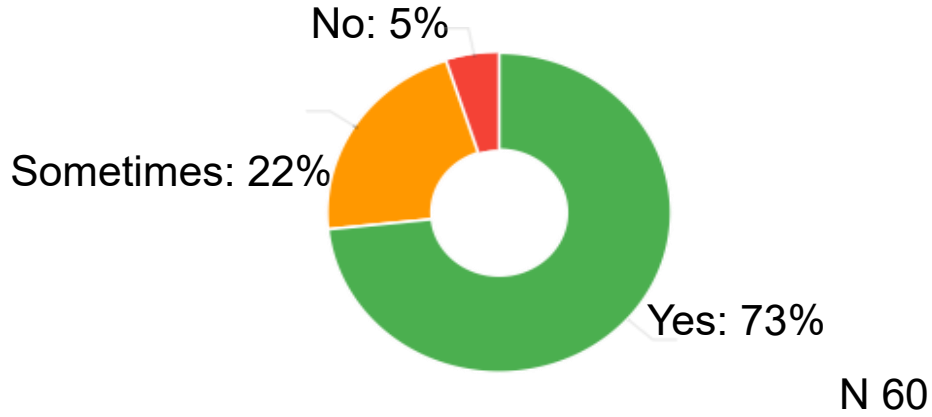
Are you able to participate in making decisions regarding your personal care as much as you want to be?



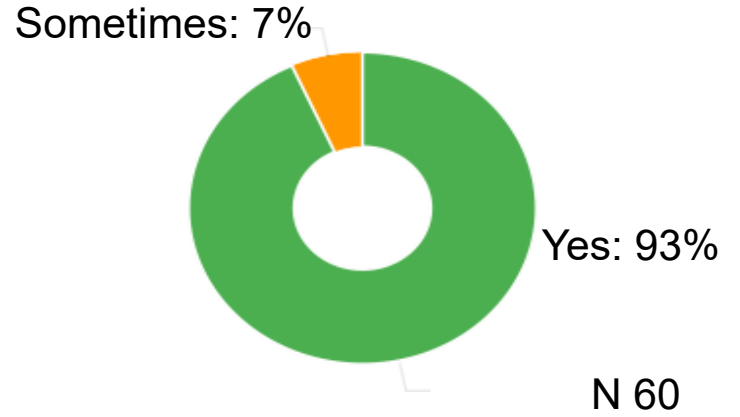
Are you able to participate in making decisions regarding your food choices as much as you want to be?



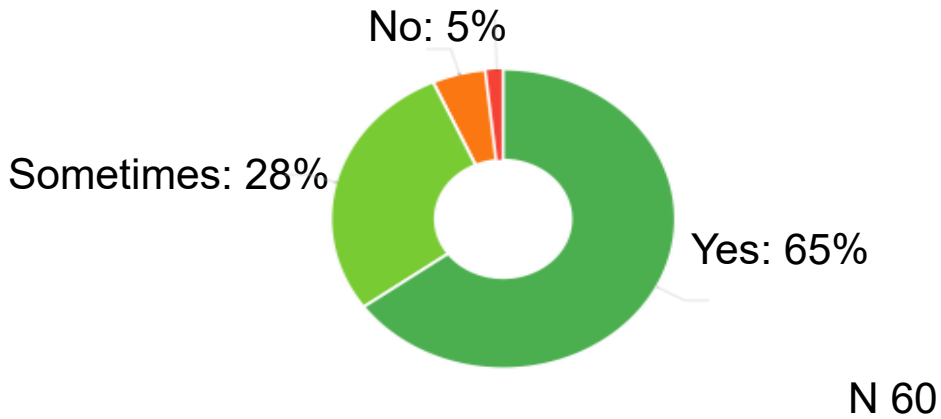
Are you satisfied that your personal care needs are being met?



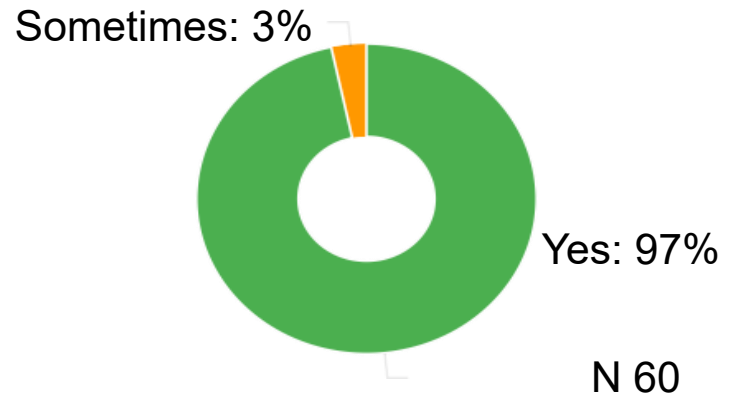
Are you provided with privacy when required/requested?



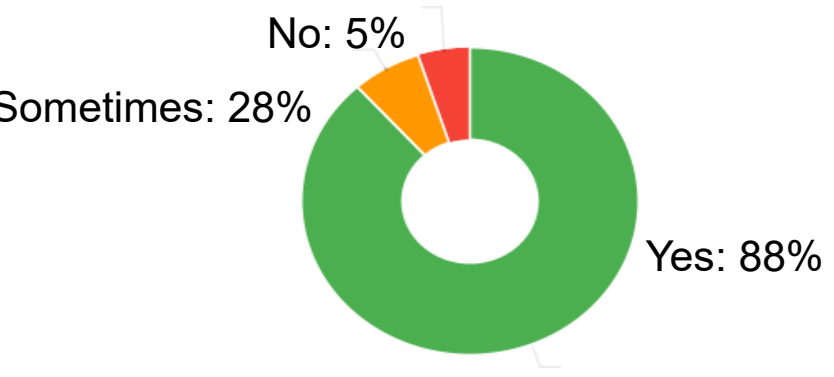
Are there sufficient programs/activities of interest for you to participate in?



Is the home clean and comfortable?



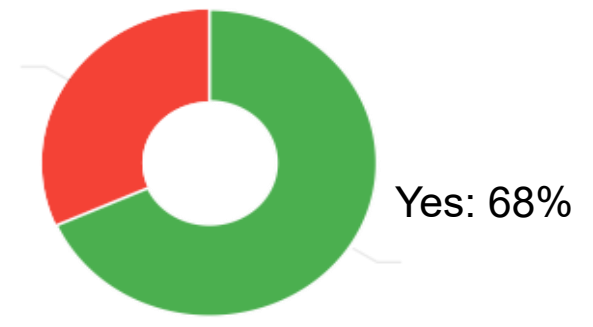
Do you feel safe in this home?



N 60

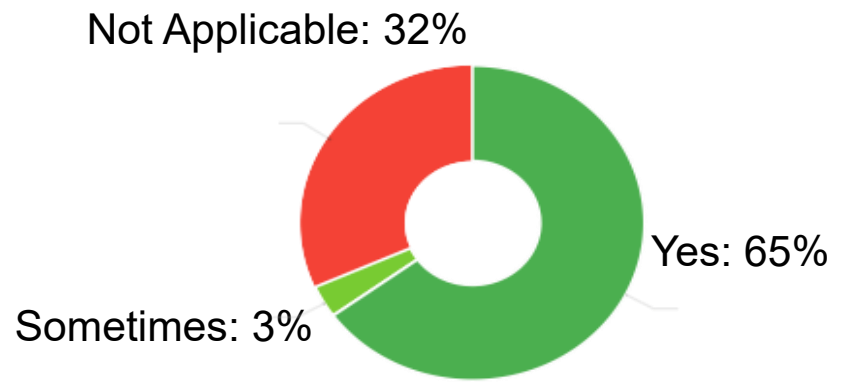
Does the home manage a Trust Account (i.e. haircare, gift shop) for you?

No (skip to question 14: 32%



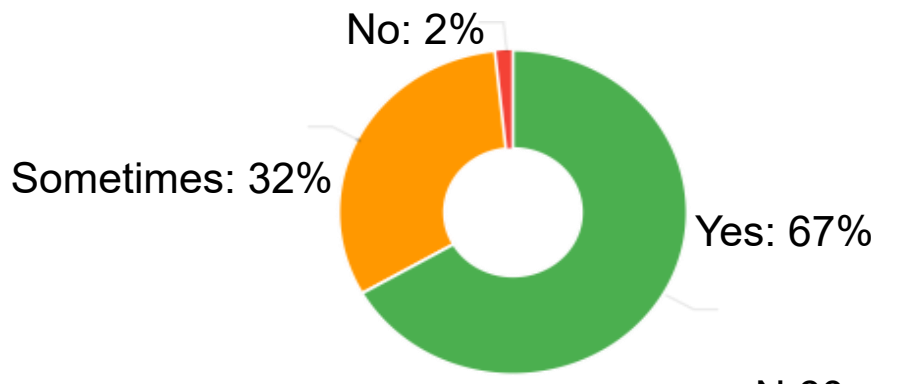
N 60

If you answered "Yes" to question 12, are you satisfied with this service?



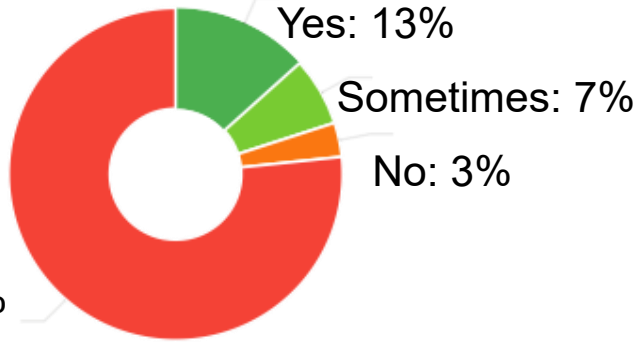
N 60

In general, are your questions or concerns addressed promptly?



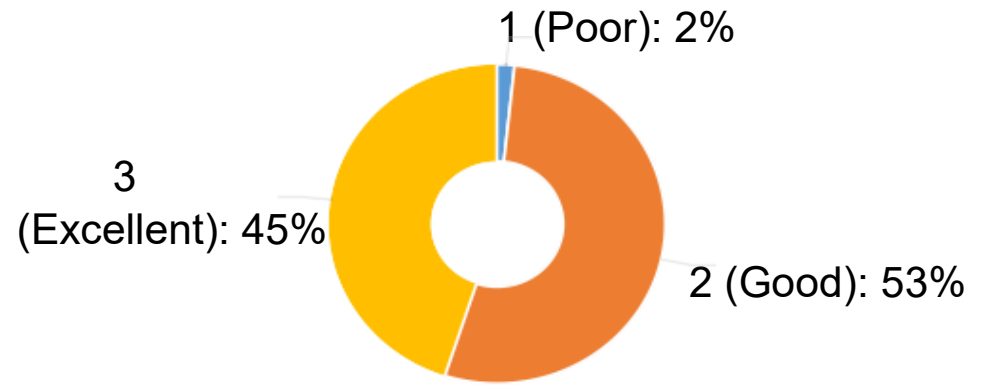
N 60

Were your formal complaints responded to in writing within 10 business days?











N 60

Overall, how would you rate the care and services you receive?



N 60

Resident Home Area (Required):

	Count	% of responses	%
Evergreen Lane	5		8%
Maple Crescent	10		17%
Chestnut Hill	8		13%
Spruce Court	1		2%
Norfolk Pinery	10		17%
Poplar Heights	9		15%
Orchard Grove	6		10%
Willow Walk	11		18%

N 60

<b>General Overall Comments:</b>	<b>Report</b>
Want a new Dr - not available to speak to, never able to see. Dont like food options available. Rate care and services between good and excellent.	<input type="checkbox"/>
Activities - enjoys reading paper, crosswords.	<input type="checkbox"/>
When asked if would recommend this LTC home to others - stated 'I never really thought about it'.	<input type="checkbox"/>
One staff that is a 'Seargent Major'. Spoke about her name being 'Marion' but she goes by 'Joy' - noted that items are still labelled with 'Marion'. Enjoys Bingo, exercises, hand waxing activities. Noted that she feels safe sometimes d/t if door is open, anyone can come into room.	<input type="checkbox"/>
AM care- prefers to sleep in- staff argue about it. I do not have dementia or a child- I'm an adult- treat me like one. Staff state I don't belong here- but I need help with some things. I want pain meds when needed but they refused if I had the routine dose- but it was not enough- they want me to wait 4 hours. (Number of comments in the survey)	<input type="checkbox"/>
I have not been here long, but so far it has been good. This is more appropriate after 3 months.	<input type="checkbox"/>
I have nothing bad to say, this is a good place. I am very happy, I could not ask for better.	<input type="checkbox"/>
Q6 comment: Would like waffles, english muffins, fried eggs more for breakfast.	<input type="checkbox"/>

<b>General Overall Comments:</b>	<b>Report</b>
I feel like the staff don't have the greatest work ethic and they come off as I'm doing you a favour by working here. Attitudes of all staff are poor. Q2 comment: Feels as if it is very rare but not never; Q4 comment: LTC is a systemic failure; Q11 comment: Because anyone can walk in- no more screeners	<input type="checkbox"/>
Q3 comment: Fear of reporting staff due to being labelled racist; Q6 comment: Would like Indian culture food once weekly; Q7 comment: Not being offered continence care following catheter removal.	<input type="checkbox"/>
Question: 'Do you feel safe in this home?' comment: due to wheelchair	<input type="checkbox"/>
Sloppy Joes should be added to the menu	<input type="checkbox"/>
Would like improvement to the food options and choices	<input type="checkbox"/>
Dining room service is slow.	<input type="checkbox"/>
Too many activities being cancelled due to staffing.	<input type="checkbox"/>
Comment RE: Question 'Do you feel safe in this home?' If I was a woman, I would feel differently because of specific Resident on the unit.	<input type="checkbox"/>
Food and menu needs not being met	<input type="checkbox"/>
Difficult to see the doctor.	<input type="checkbox"/>