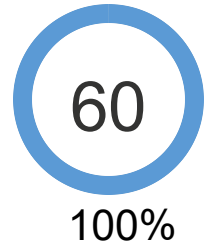


Family Satisfaction Survey 2024

Respondents



Reached end



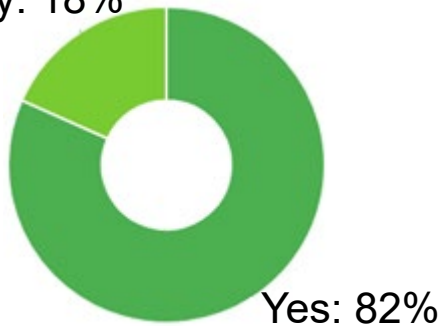
Response timeline



N60

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

Usually: 18%

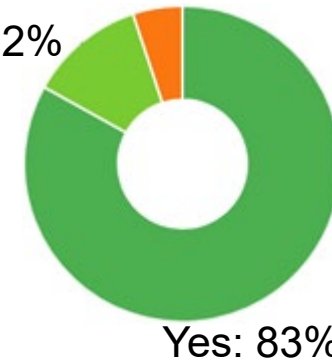


N 60

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

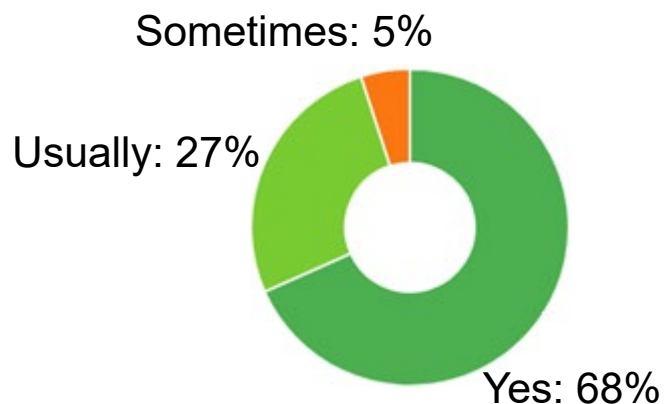
Usually: 12%

Sometimes: 5%



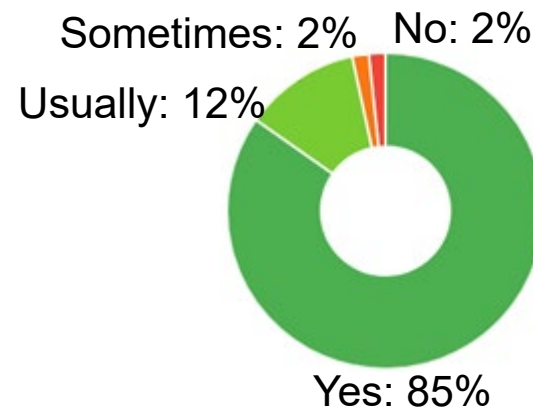
N 59

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



N 60

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



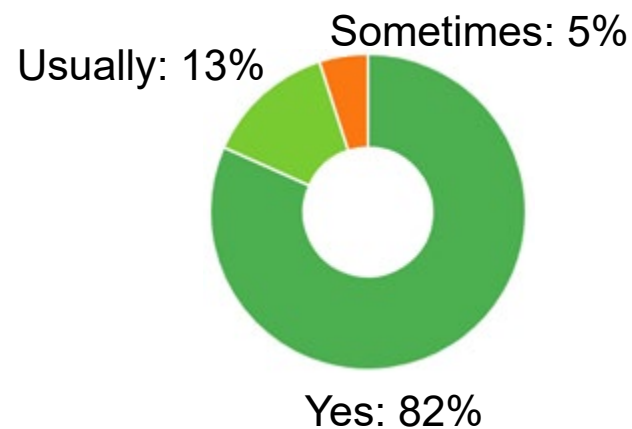
N 59

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)?



N 60

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



N 60

Does the home attempt to accommodate your Resident's food preferences?

Yes – 51 Responses = 85%
Usually – 7 Responses = 12%
Sometimes – 0
No – 0
No Answer – 2 Responses = 3%

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

Yes – 44 Responses = 73%
Usually – 5 Responses = 8%
Sometimes – 1 Response = 2%
No – 1 Response = 2%
Not Applicable – 3 Responses = 5%
No Answer – 6 Responses = 10%

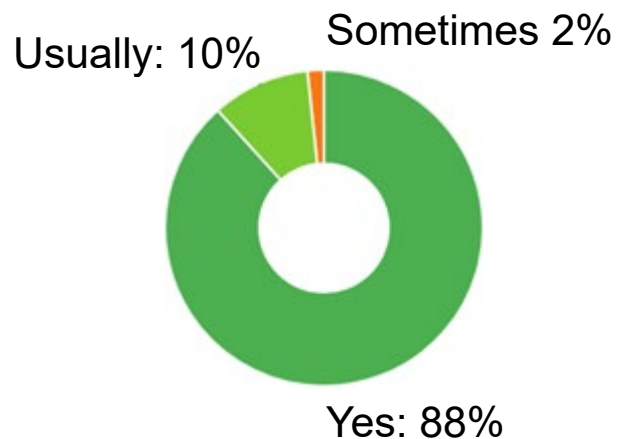
Does the home attempt to accommodate your Resident's activity preferences?

Yes – 52 Responses = 87%
Usually – 5 Responses = 8%
Sometimes – 2 Responses = 3%
No – 1 Response = 2%
No Answer – 0

Is the Physician/ Nurse Practitioner available to speak to you on request?

Yes – 32 Responses = 53%
Usually – 12 Responses = 20%
Sometimes – 7 Responses = 12%
No – 3 Responses = 5%
Not Applicable – 2 Responses = 3%
No Answer – 4 Response = 7%

Is the home clean and comfortable?



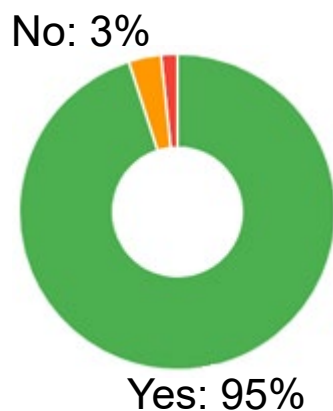
N 60

Would you be interested in attending an education session/ coffee group for families at Norview Lodge?



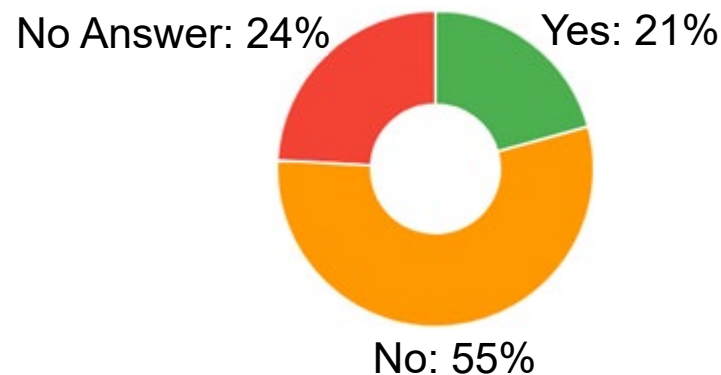
N 59

Is the home a safe environment?



N 60

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



N 58

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

Yes – 56 Responses = 93%

Usually – 2 Responses = 3%

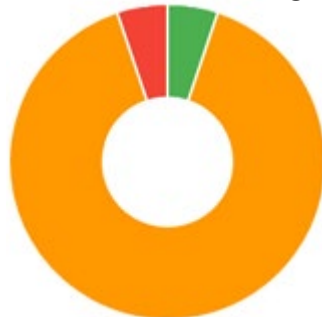
Sometimes – 1 Response = 2%

No – 0 Response

No Answer – 1 Response = 2%

Are you interested in joining Family Council?

No Answer: 5% Yes: 5%

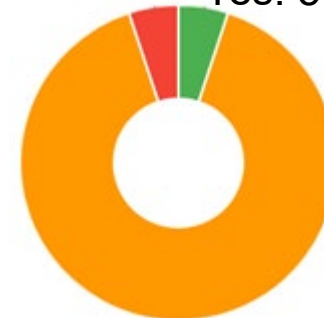


No: 90%

N 58

Would you like to be contacted to discuss the survey?

No Answer: 5% Yes: 5%



No: 90%

N 59

If yes, which department is your concern related to?

None of the above – 39 Responses = 87%

Nursing – 3 Responses = 7%

Programs – 2 Responses = 4%

Dietary – 1 Response = 2%

Maintenance – 1 Response = 2%

Administration – 1 Response = 2%

Business Services/ Financial 1 Response = 2%

Housekeeping/ Dietary – 0

N 45