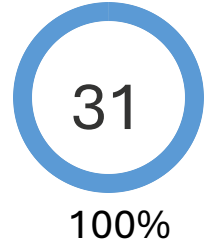


Resident Satisfaction Survey 2024

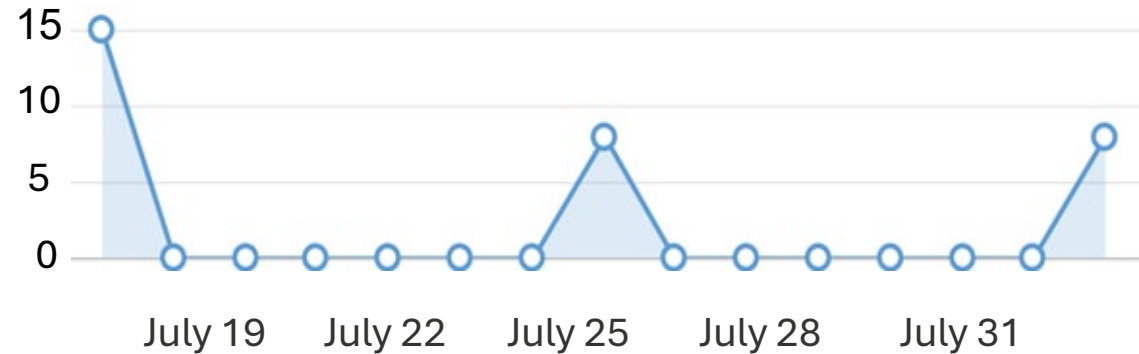
Respondents



Reached end

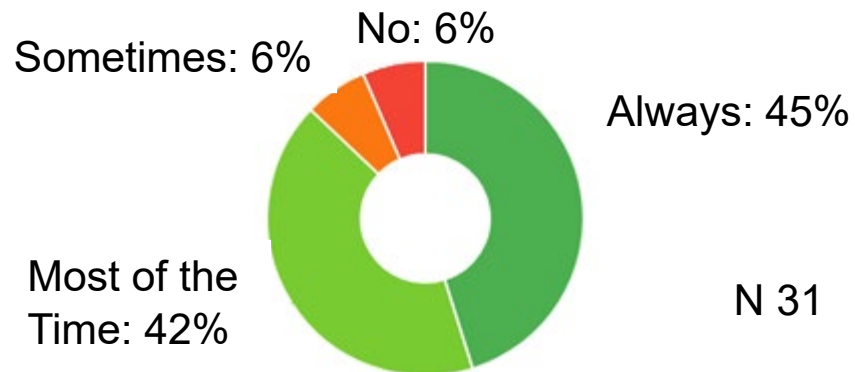


Response timeline

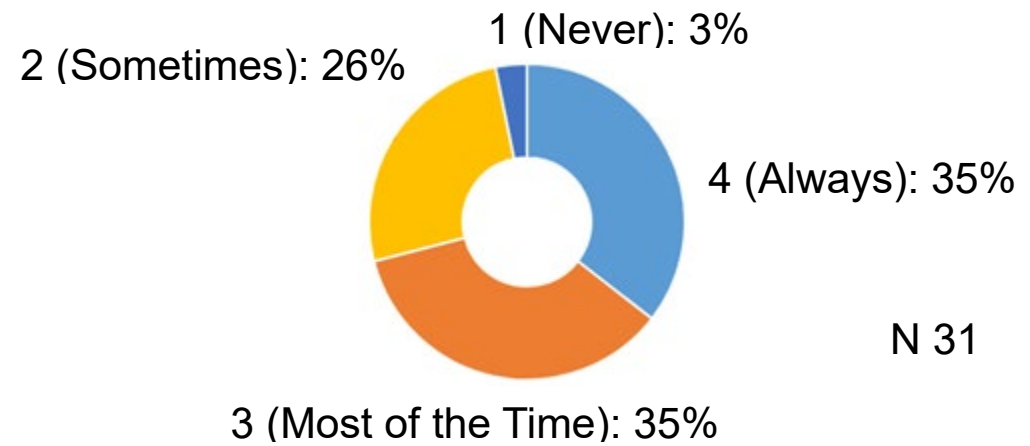


N31

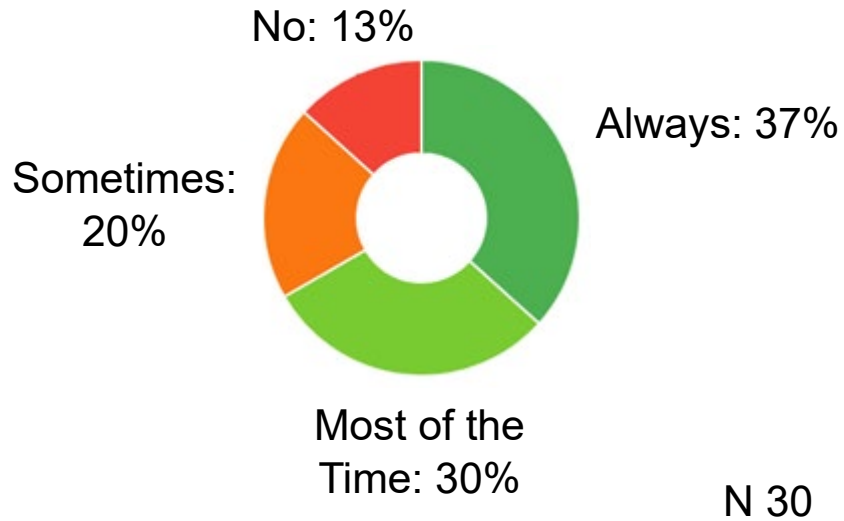
Do you feel the staff are courteous and respectful?



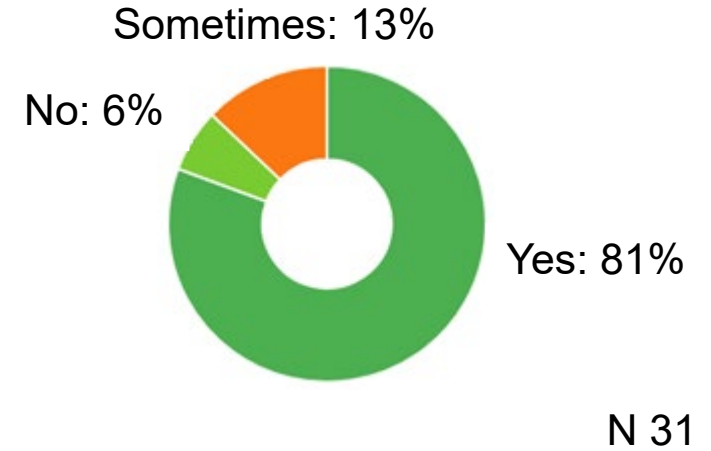
What number would you use to rate how well staff listen to you?



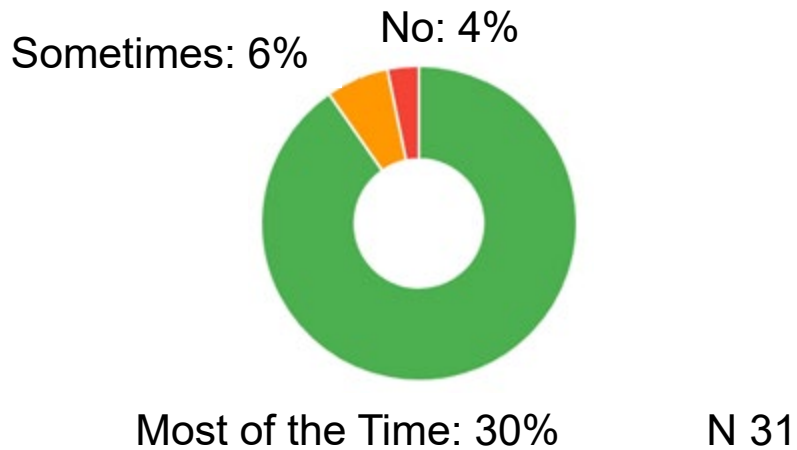
I can express my opinion without fear of consequences.



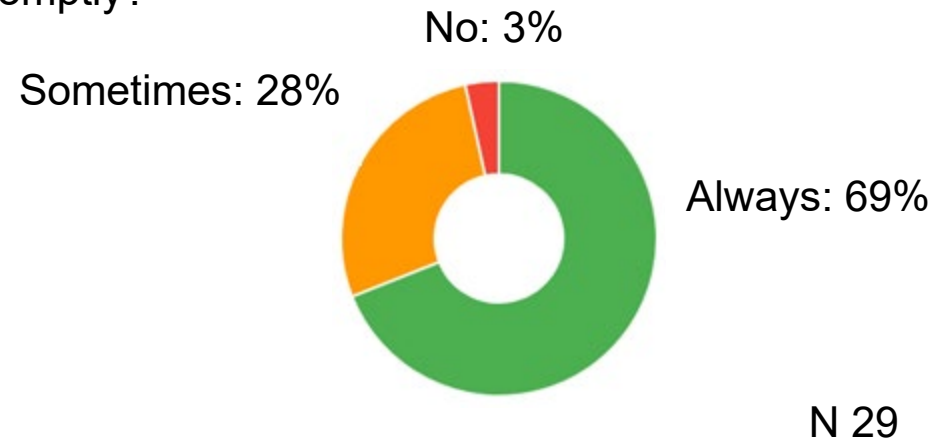
I would recommend this long-term care home to others.



Do you feel that the home is clean and comfortable?



Is your personal laundry processed and returned promptly?



Overall, are you satisfied with the Laundry/Housekeeping services?

Sometimes: 6%



Yes: 94%

N 31

Are you happy with the variety of foods?

No: 16%

Sometimes: 16%



Yes: 68%

N 31

Are you happy with how the food tastes?

No: 20%



Yes: 47%

Sometimes: 33%

N 30

Overall, are you happy with the dining experience?

No: 13%

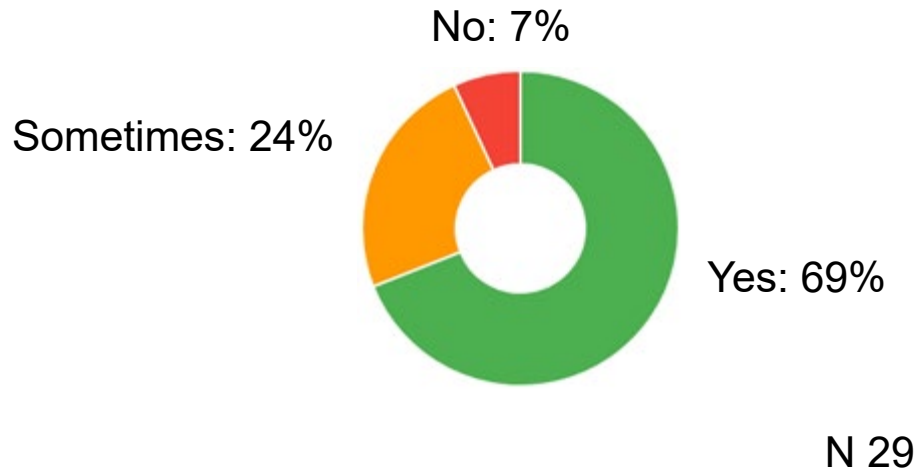
Sometimes: 13%



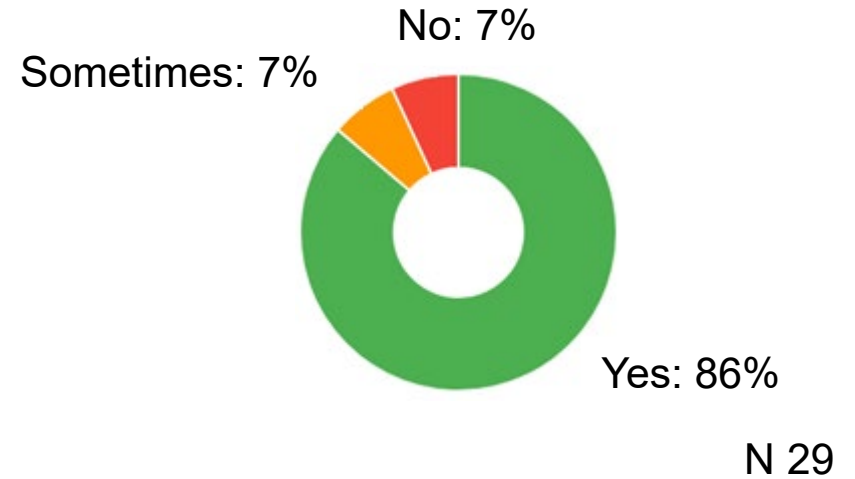
Yes: 74%

N 31

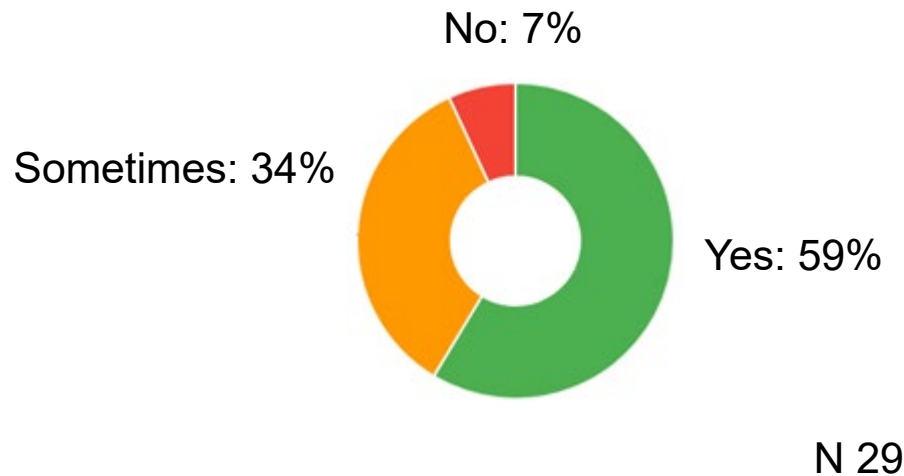
Are there programs offered that interest you?



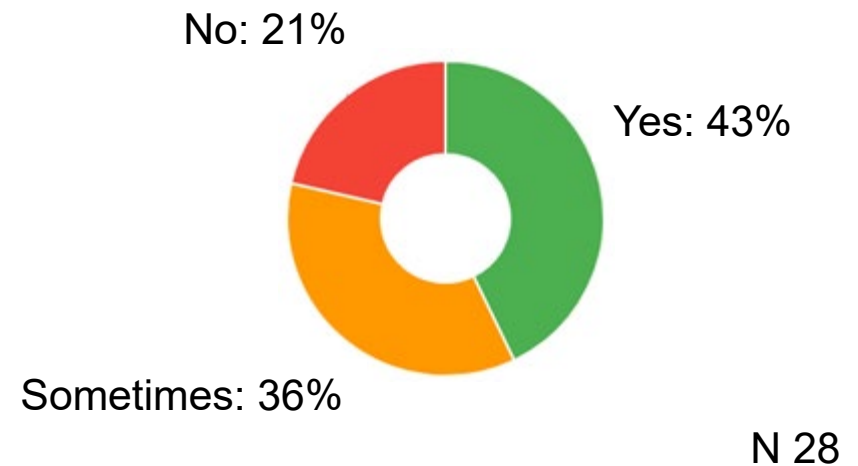
Overall, are you satisfied with the recreation services?



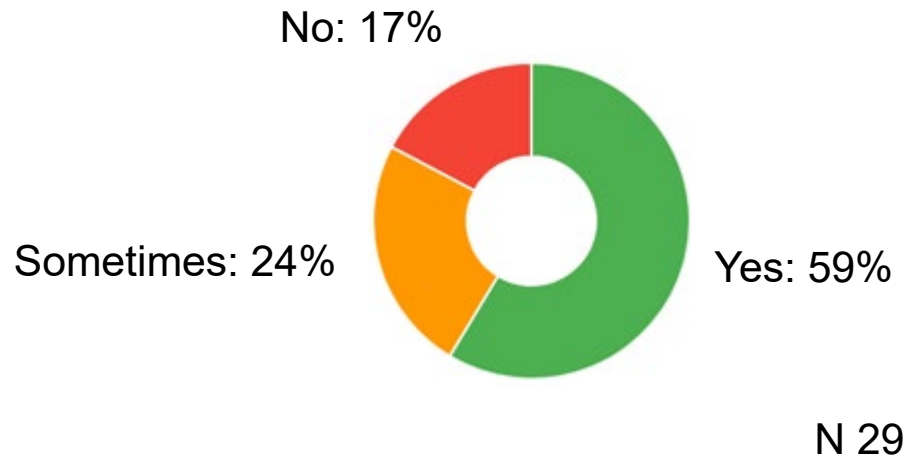
Do you feel that there is enough variety and choice in programs?



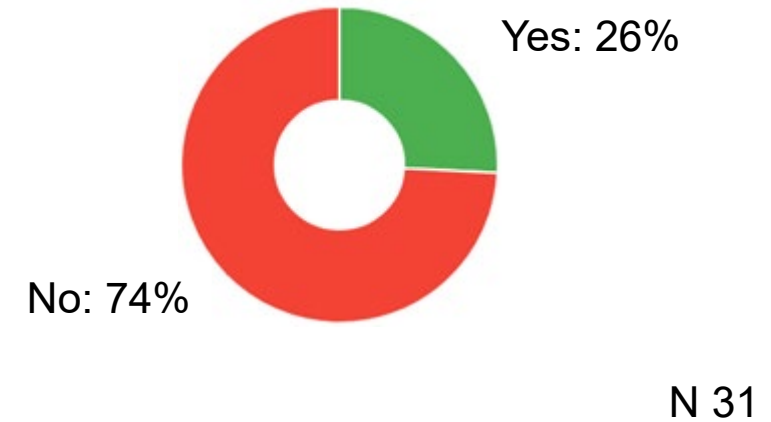
Do you feel your Physician/ Nurse Practitioner is available in a timely manner?



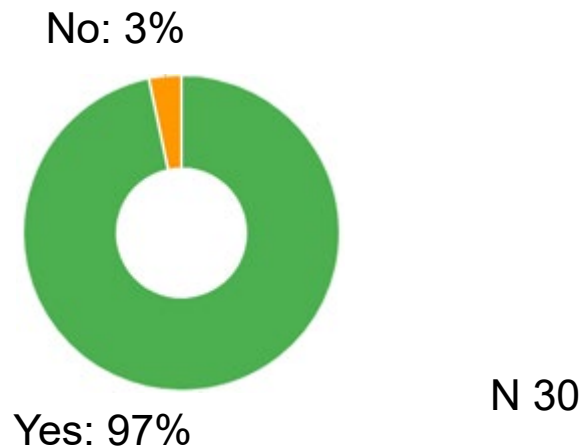
Overall, are you satisfied with the medical services you receive?



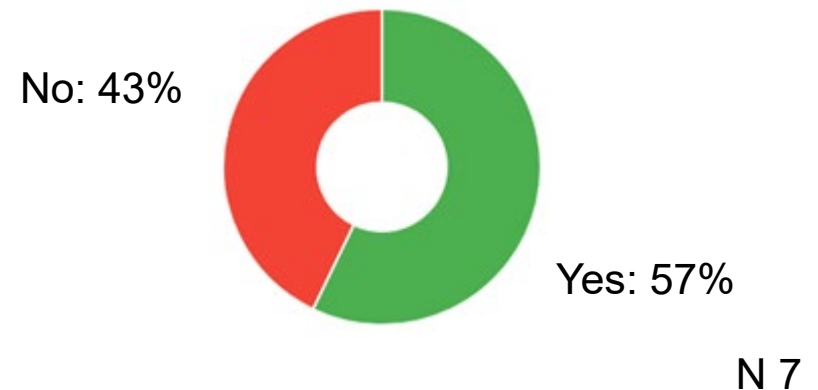
Have you ever submitted a formal complaint? (If no, skip to question 19)



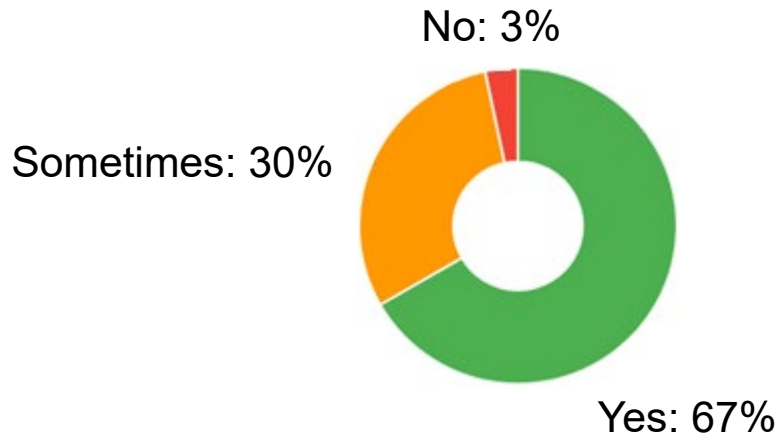
Do you feel safe in the Home?



If yes, was your formal complaint responded to in writing within 10 business days?

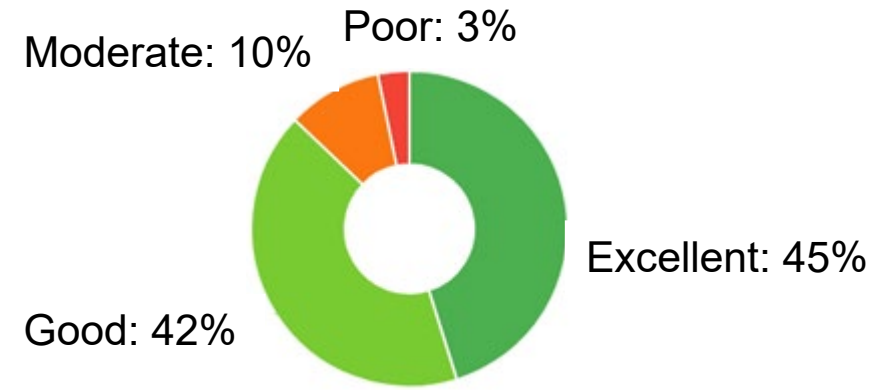


In general, are your questions/ concerns addressed promptly?



N 30

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



N 31

Resident Home Area – Responses

Evergreen Lane – 6 Responses = 19%
Maple Crescent – 4 Responses = 13%
Chestnut Hill – 4 Responses = 13%
Spruce Court – 0 Responses
Norfolk Pinery – 3 Responses = 10%
Poplar Heights – 2 Responses = 6%
Orchard Grove – 5 Responses = 16%
Willow Walk – 7 Responses = 23%