



2023 Resident and Family Satisfaction Survey Results
Date of Survey: October 1 to November 30, 2023

- Overall Response Rate= 46% (98/213)
- Family Response Rate= 45% (69/152)
- Resident Response Rate= 48% (29/61)

Percentages are based on “Agree” and “Strongly Agree” responses.

1. The Lodge provides a homelike environment, which is clean and inviting.

	2019	2020	2021	2022	2023
Overall	95%	98%	98%	92%	95%
Family	98%	97%	96%	98%	96%
Residents	94%	100%	100%	84%	93%

2. The Lodge provides a welcoming atmosphere where residents feel safe and accepted.

	2019	2020	2021	2022	2023
Overall	96%	98%	95%	93%	92%
Family	98%	97%	96%	96%	93%
Residents	96%	100%	94%	89%	90%

3. I am/residents are able to communicate openly and freely in order to ensure care and service needs are met, without fear of consequences.

	2019	2020	2021	2022	2023
Overall	92%	93%	91%	94%	92%
Family	98%	97%	94%	94%	94%
Residents	89%	85%	88%	94%	90%

4. I am involved in decisions relating to my family members care.

	2019	2020	2021	2022	2023
Overall	87%	96%	95%	88%	85%
Family	100%	97%	100%	94%	91%
Residents	80%	91%	90%	79%	79%

5. Issues, concerns, or requests for information are addressed to my satisfaction and in a timely manner

	2019	2020	2021	2022	2023
Overall	90%	89%	89%	90%	78%
Family	98%	94%	90%	94%	87%
Residents	86%	77%	87%	84%	69%

6. The staff in each department take time to listen to my concerns/resident concerns.

	2019	2020	2021	2022	2023
Overall	92%	96%	89%	92%	85%
Family	95%	97%	94%	96%	94%
Residents	91%	93%	84%	85%	76%

7. There are sufficient and appropriate resources available within the Lodge to address issues and concerns.

	2019	2020	2021	2022	2023
Overall	88%	89%	96%	86%	83%
Family	90%	88%	92%	88%	93%
Residents	86%	91%	100%	83%	72%

8. Staff treat residents with respect and provide care in a gentle and professional manner.

	2019	2020	2021	2022	2023
Overall	91%				
Family	93%				
Residents	90%	94%	94%	94%	83%

9. The Lodge provides an enjoyable dining experience.

	2019	2020	2021	2022	2023
Overall	90%	98%	73%	76%	69%
Family	95%	97%	84%	93%	80%
Resident	88%	100%	63%	56%	58%

10. Personal laundry services meets resident needs.

	2019	2020	2021	2022	2023
Overall	96%	100%	96%	97%	85%
Family	95%	100%	96%	98%	93%
Residents	97%	100%	96%	94%	76%

11. Resident personal belongings are safe and treated with respect.

	2019	2020	2021	2022	2023
Overall	84%	95%	94%	91%	80%
Family	86%	93%	96%	92%	83%
Residents	89%	100%	91%	89%	76%

12. Residents are satisfied with the continence product(s)

	2019	2020	2021	2022	2023
Overall	88%	95%	97%	94%	72%
Family	86%	96%	96%	98%	72%
Residents	89%	92%	98%	89%	72%

13. There are sufficient programs to meet resident social, physical, cognitive and spiritual needs.

	2019	2020	2021	2022	2023
Overall	88%	77%	86%	80%	83%
Family	85%	80%	80%	81%	75%
Residents	89%	71%	93%	79%	90%

14. There are barriers which make it difficult for me/residents to access programs and services at the home.

	2019	2020	2021	2022	2023
Overall	21%	48%	31%	31%	17%

Family	34%	42%	41%	31%	23%
Residents	36%	66.6%	19%	32%	10%

15. The staff at the Lodge go the extra mile.

	2019	2020	2021	2022	2023
Overall	92%	98%	93%	91%	88%
Family	98%	97%	89%	94%	93%
Residents	90%	93%	98%	86%	83%

16. I am/residents are treated with respect and in a courteous and fair manner.

	2019	2020	2021	2022	2023
Overall	93%	96%	95%	95%	89%
Family	93%	97%	96%	98%	94%
Residents	93%	87%	94%	90%	83%

17. My privacy is respected.

	2019	2020	2021	2022	2023
Overall	96%	98%	95%	95%	88%
Family	98%	97%	94%	98%	96%
Residents	95%	100%	96%	92%	79%

18. Availability and helpfulness of the nursing staff.

	2019	2020	2021	2022	2023
Overall	88%	100%	94%	93%	85%
Family	90%	100%	92%	94%	91%
Residents	93%	100%	96%	92%	79%

19. Response to call bells is timely.

	2019	2020	2021	2022	2023
Overall	83%	82%	84%	82%	64%
Family	82%	76%	80%	86%	65%
Residents	80%	92%	87%	77%	62%

20. If you access Volunteer Services, how would you rate the Volunteer services in the home.

	2019	2020	2021	2022	2023
Overall	98%	91%	91%	63%	42%
Family	100%	88%	79%	100%	38%
Residents	97%	100%	100%	43%	45%

21. My preferences with regard to daily activities are respected and accommodated.

	2019	2020	2021	2022	2023
Overall	95%	86%	94%	91%	79%
Family	93%	88%	88%	91%	71%
Residents	96%	82%	100%	91%	86%

22. Overall, I am satisfied with the quality of the care and service.

	2019	2020	2021	2022	2023
Overall	92%	98%	97%	92%	90%
Family	98%	97%	94%	94%	94%
Residents	90%	100%	100%	89%	86%

23. I would recommend this home to others.

	2019	2020	2021	2022	2023
Overall	95%	100%	94%	95%	83%
Family	93%	100%	92%	98%	93%
Residents	96%	100%	96%	91%	72%

24. Are you familiar with Resident/Family Council and its role.

Family	Residents	Overall
Yes= 74%	Yes= 76%	Yes= 75%

25. I am satisfied with the communication received from the Lodge about general Lodge issues and updates.

	2020	2021	2022	2023
Overall				72%
Family				91%

Residents				52%
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26. I am satisfied with the communication received from the Lodge about care, consent, and change in condition

	2020	2021	2022	2023
Overall				79%
Family				96%
Residents				62%

27. I am satisfied with the communication received from the Lodge about Recreation, activities, and special events.

	2020	2021	2022	2023
Overall				87%
Family				88%
Residents				86%

28. Overall rating of the assistance received with eating.

	2019	2020	2021	2022	2023
Overall	98%	83%	88%	86%	73%
Family	94%	81%	91%	95%	86%
Residents	100%	85%	83%	74%	59%

29. Overall rating of the assistance received with bathing.

	2019	2020	2021	2022	2023
Overall	99%	91%	85%	88%	77%
Family	97%	90%	90%	95%	88%
Residents	98%	94%	79%	80%	66%

30. Overall rating of the assistance received with dressing.

	2019	2020	2021	2022	2023
Overall	95%	89%	86%	89%	77%
Family	95%	93%	90%	93%	87%
Residents	95%	81%	81%	84%	66%

31. Overall rating of the assistance received with going to the bathroom

	2019	2020	2021	2022	2023
Overall	91%	88%	82%	87%	69%
Family	88%	93%	86%	95%	72%
Residents	92%	80%	78%	77%	66%

32. We are considering a computerized option for surveys in 2024; please rate your ability to complete a survey on-line via the internet

	2019	2020	2021	2022	2023
Overall					45%
Family					80%
Residents					10%