



**Satisfaction Survey Results**  
**Date of Survey: October 1 to November 30, 2023**

- Overall Response Rate= 43% (165/381)
- Family Response Rate= 30% (68/228)
- Resident Response Rate= 63% (97/153)

*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
<b>Overall</b>	97%	100%	82.5%	93%	94%
<b>Family</b>	98%	100%	89%	92%	96%
<b>Residents</b>	96%	100%	76%	94%	92%

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

	2019	2020	2021	2022	2023
<b>Overall</b>	96%	98%	84%	94%	96%
<b>Family</b>	96%	98.7%	90%	95%	97%
<b>Residents</b>	97%	97.7%	78%	93%	94%

**3. I am able to communicate openly and freely in order to ensure that my care and service needs are met without fear of consequences.**

	2019	2020	2021	2022	2023
<b>Overall</b>	95%	95.6%	78.5%	91%	92%
<b>Family</b>	96%	97%	90%	94%	91%
<b>Residents</b>	94%	92.3%	67%	88%	92%

**4. I am involved in decisions relating to my care.**

	2019	2020	2021	2022	2023
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<b>Overall</b>	92%	96%	85.5%	91%	87%
<b>Family</b>	98%	96%	93%	93%	94%
<b>Residents</b>	87%	97%	78%	88%	80%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	90%	93.9%	77%	86%	83%
<b>Family</b>	90%	92%	83%	88%	90%
<b>Residents</b>	90%	97%	71%	84%	75%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	97%	92.9%	79.5%	92%	88%
<b>Family</b>	98%	93%	88%	95%	91%
<b>Residents</b>	96%	91.8%	71%	89%	85%

**7. There are sufficient and appropriate resources available within the Lodge to address issues and concerns (i.e., care conferences, staff, and managers).**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	91%	94.6%	77%	86%	84%
<b>Family</b>	90%	95.8%	81%	86%	84%
<b>Residents</b>	92%	92.5%	73%	85%	84%

**8. Staff provide care in a gentle and professional manner.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	97%				
<b>Family</b>	97%				
<b>Residents</b>	97%	95%	84%	85%	89%

**9. The Lodge provides an enjoyable dining experience (i.e., pleasant environment, service, quality of food).**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	91%	89%	73.5%	85%	87%

<b>Family</b>	92%	91%	82%	89%	85%
<b>Resident</b>	90%	85%	65%	81%	88%

**10. Personal laundry services meet my needs.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	95%	96%	80.5%	89%	85%
<b>Family</b>	93%	97%	81%	91%	85%
<b>Residents</b>	96%	95%	80%	87%	85%

**11. My personal belongings are safe and treated with respect.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	95%	96%	81%	91%	86%
<b>Family</b>	91%	95.9%	82%	91%	87%
<b>Residents</b>	98%	97%	80%	90%	85%

**12. I am satisfied with my continence product(s).**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	93%	95%	76%	95%	83%
<b>Family</b>	92%	94.9%	76%	92%	79%
<b>Residents</b>	99%	96.8%	76%	99%	87%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	89%	85.7%	73.5%	91%	88%
<b>Family</b>	87%	90.5%	71%	86%	85%
<b>Residents</b>	91%	78.9%	76%	95%	91%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	38.5%	31.5%	32.5%	35%	31%
<b>Family</b>	36%	30.6%	30%	29%	29%
<b>Residents</b>	39%	30%	35%	42%	33%

**15. The staff at the Lodge go “the extra mile”.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	91%	94.8%	80.5%	92%	88%
<b>Family</b>	91%	97%	88%	92%	90%
<b>Residents</b>	92%	90%	73%	91%	86%

**16. I am treated with respect and in a courteous and fair manner.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	97%	96.6%	82%	97%	94%
<b>Family</b>	98%	98.7%	91%	96%	93%
<b>Residents</b>	96%	92.8%	73%	99%	94%

**17. My privacy is respected.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	98%	97%	84%	96%	95%
<b>Family</b>	96%	98.6%	92%	94%	96%
<b>Residents</b>	99%	93%	76%	98%	93%

**18. Nursing staff are available and helpful.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	93%	94%	78.5%	89%	86%
<b>Family</b>	92%	93%	79%	89%	88%
<b>Residents</b>	93%	95%	78%	89%	87%

**19. Response to call bells is timely.**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	78%	80%	64.5%	83%	68%
<b>Family</b>	72%	79%	64%	85%	66%
<b>Residents</b>	82%	82%	65%	81%	69%

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

	2019	2020	2021	2022	2023
<b>Overall</b>	97%	92.7%	35%	88%	47%
<b>Family</b>	98%	89.5%	39%	91%	37%
<b>Residents</b>	96%	100%	31%	85%	57%

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

	2019	2020	2021	2022	2023
<b>Overall</b>	98%	95.8%	69%	93%	90%
<b>Family</b>	99%	96.9%	73%	92%	85%
<b>Residents</b>	98%	93.9%	65%	94%	94%

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

	2019	2020	2021	2022	2023
<b>Overall</b>	94%	94.6%	79%	95%	95%
<b>Family</b>	92%	94.6%	89%	95%	94%
<b>Residents</b>	97%	94.7%	69%	94%	95%

**23. I would recommend this home to others.**

	2019	2020	2021	2022	2023
<b>Overall</b>	97%	98%	78.5%	96%	96%
<b>Family</b>	98%	97%	88%	96%	96%
<b>Residents</b>	95%	100%	69%	95%	96%

**24. I am familiar with Resident/Family Council and its role (Yes)?**

	2020	2021	2022	2023
<b>Overall</b>	80.8%	60%	79%	63%
<b>Family</b>	95.8%	69%	85%	56%
<b>Residents</b>	65.7 %	51%	74%	70%

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

	2020	2021	2022	2023
<b>Overall</b>				89%
<b>Family</b>				91%

<b>Residents</b>				87%
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**26. I am satisfied with the communication received from the Lodge about care, consent, and changes in condition.**

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>				90%
<b>Family</b>				96%
<b>Residents</b>				84%

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

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>				90%
<b>Family</b>				88%
<b>Residents</b>				92%

**28. Overall rating of the assistance received with eating**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	92%	89%	75.5%	86%	80%
<b>Family</b>	93%	92.5%	80%	89%	91%
<b>Residents</b>	92%	82%	71%	83%	68%

**29. Overall rating of the assistance received with bathing**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	96%	88%	77.5%	91%	88%
<b>Family</b>	94.5%	91.4%	75%	93%	90%
<b>Residents</b>	98%	84%	80%	88%	86%

**30. Overall rating of the assistance received with dressing**

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	94%	90%	74%	93%	86%
<b>Family</b>	93%	94%	81%	95%	90%
<b>Residents</b>	95%	83%	67%	91%	82%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>	90%	84.6%	71%	87%	83%
<b>Family</b>	86%	85%	71%	89%	82%
<b>Residents</b>	94%	83%	71%	86%	84%

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

	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>Overall</b>					48%
<b>Family</b>					72%
<b>Residents</b>					24%