

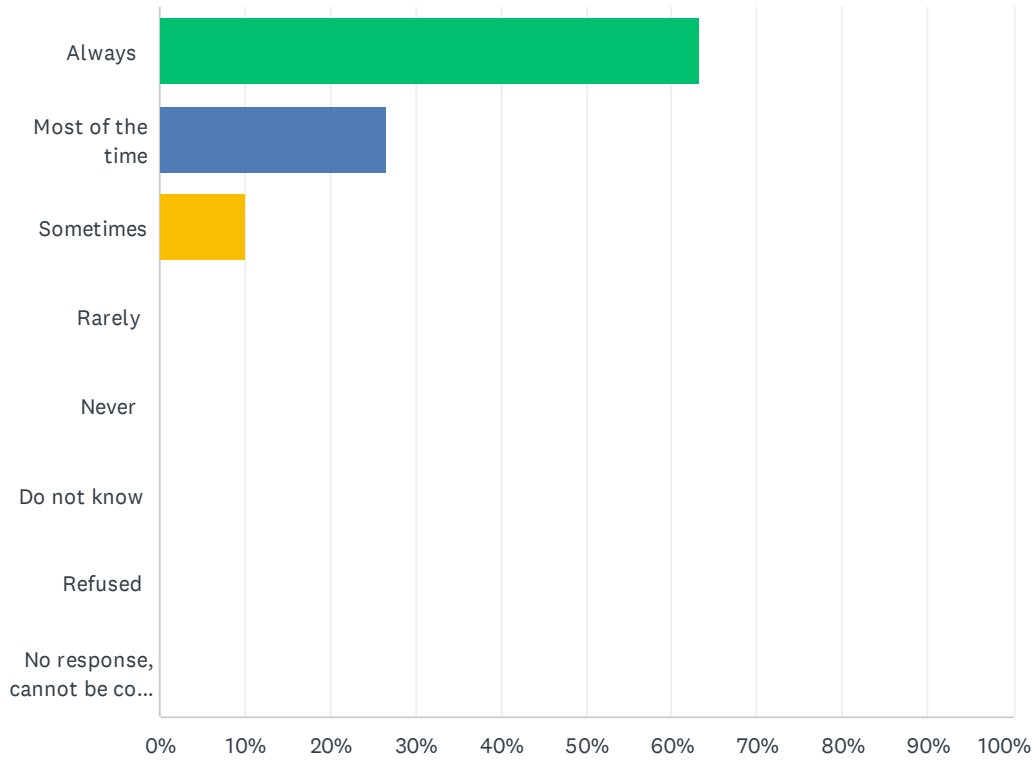


RESIDENT SATISFACTION SURVEY
2024 MAPLE VIEW LODGE

where lifestyle
grows good business

Q1 The Home is Clean, Tidy and in good repair.

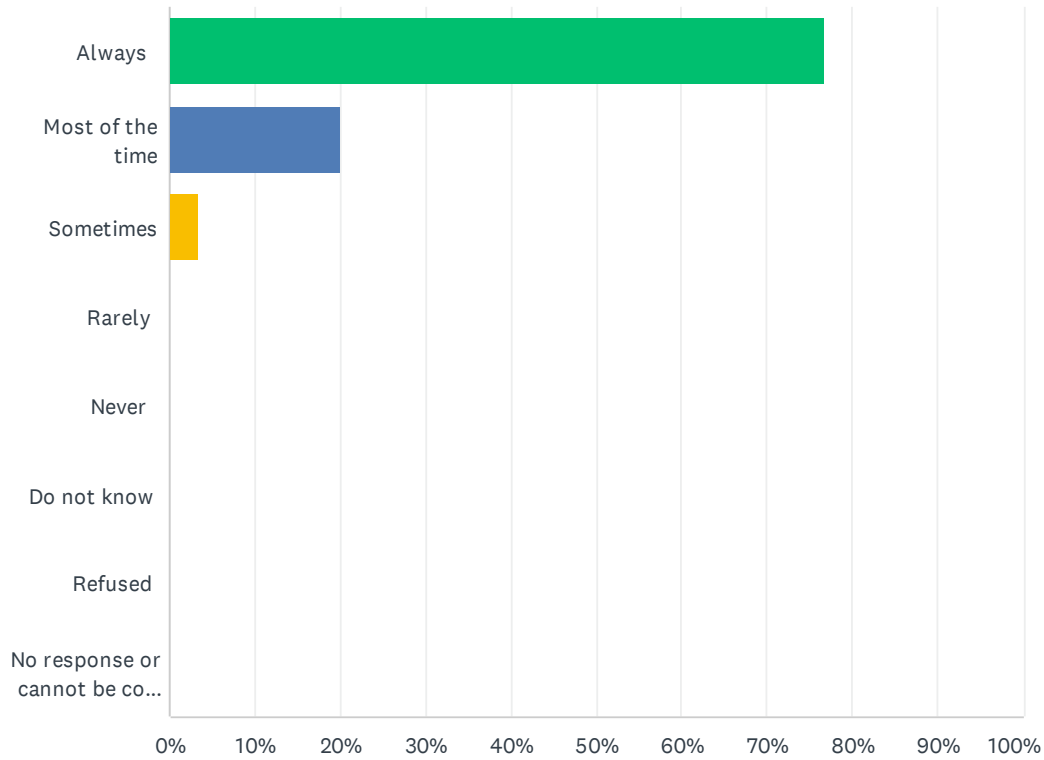
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	63.33%	19
Most of the time	26.67%	8
Sometimes	10.00%	3
Rarely	0.00%	0
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response, cannot be coded from response	0.00%	0
TOTAL		30

Q2 You feel safe and secure at Maple View Lodge

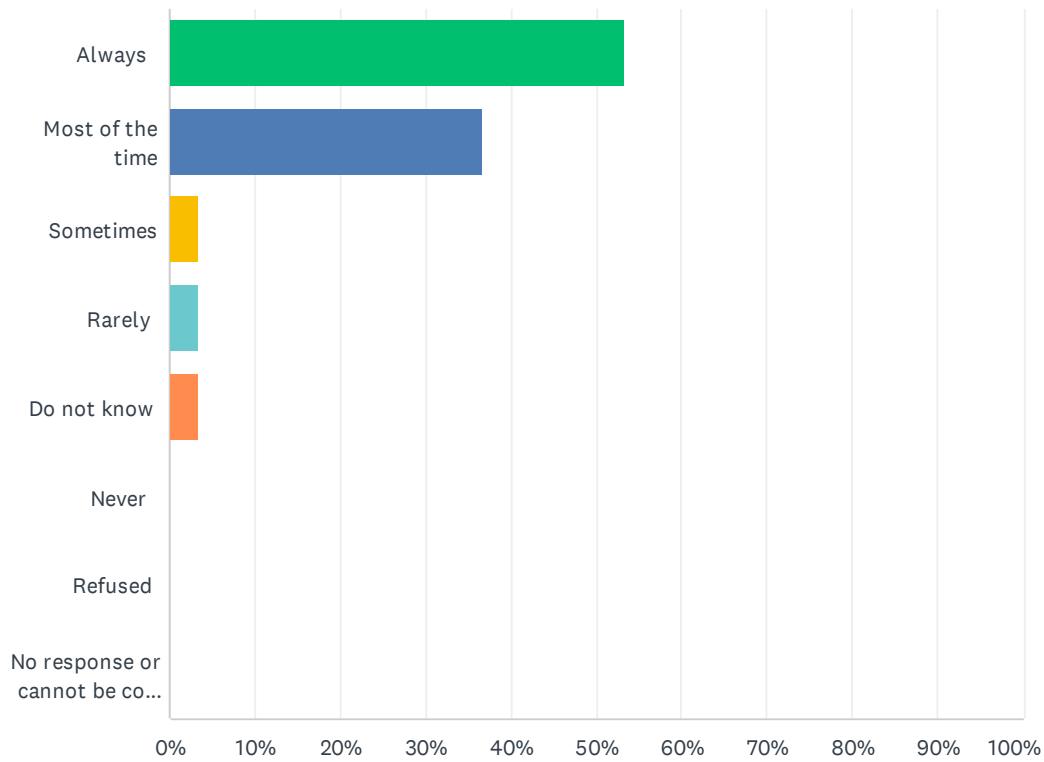
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	76.67%	23
Most of the time	20.00%	6
Sometimes	3.33%	1
Rarely	0.00%	0
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q3 Odors are kept to a minimum.

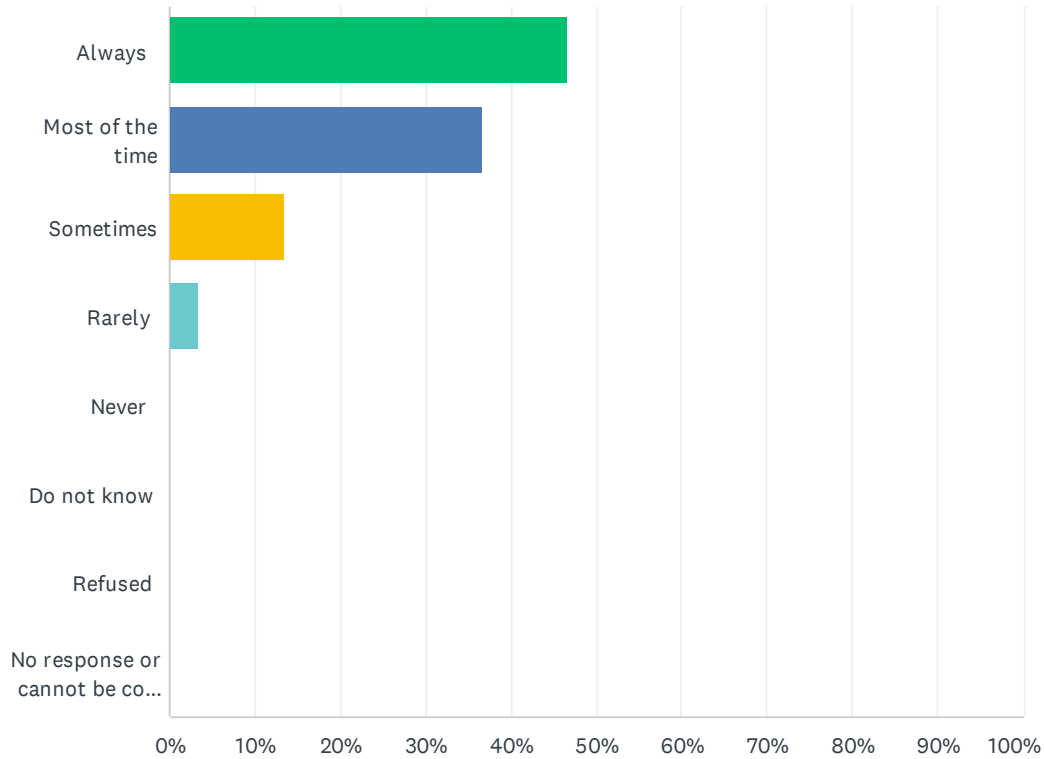
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	53.33%	16
Most of the time	36.67%	11
Sometimes	3.33%	1
Rarely	3.33%	1
Do not know	3.33%	1
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q4 While staff are working in the home are noise levels kept to a minimum?

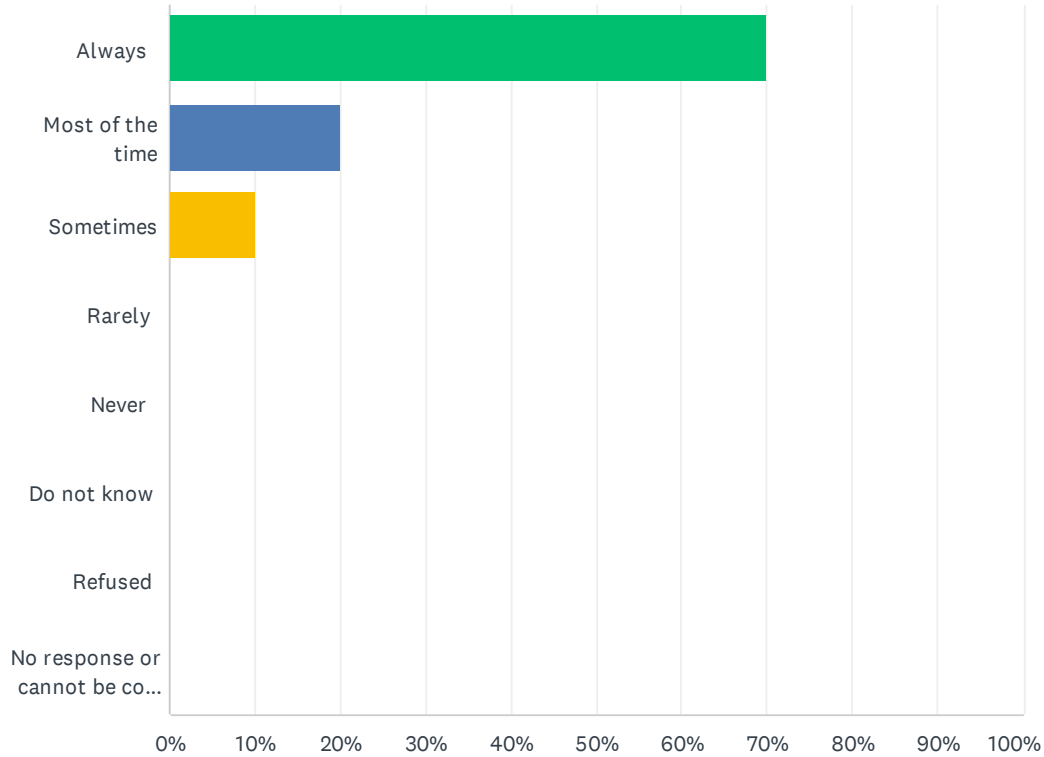
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	46.67%	14
Most of the time	36.67%	11
Sometimes	13.33%	4
Rarely	3.33%	1
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
Total Respondents: 30		

Q5 Do you feel your belongings are secure and safe in your room (For example, is your laundry returned to you after being washed?).

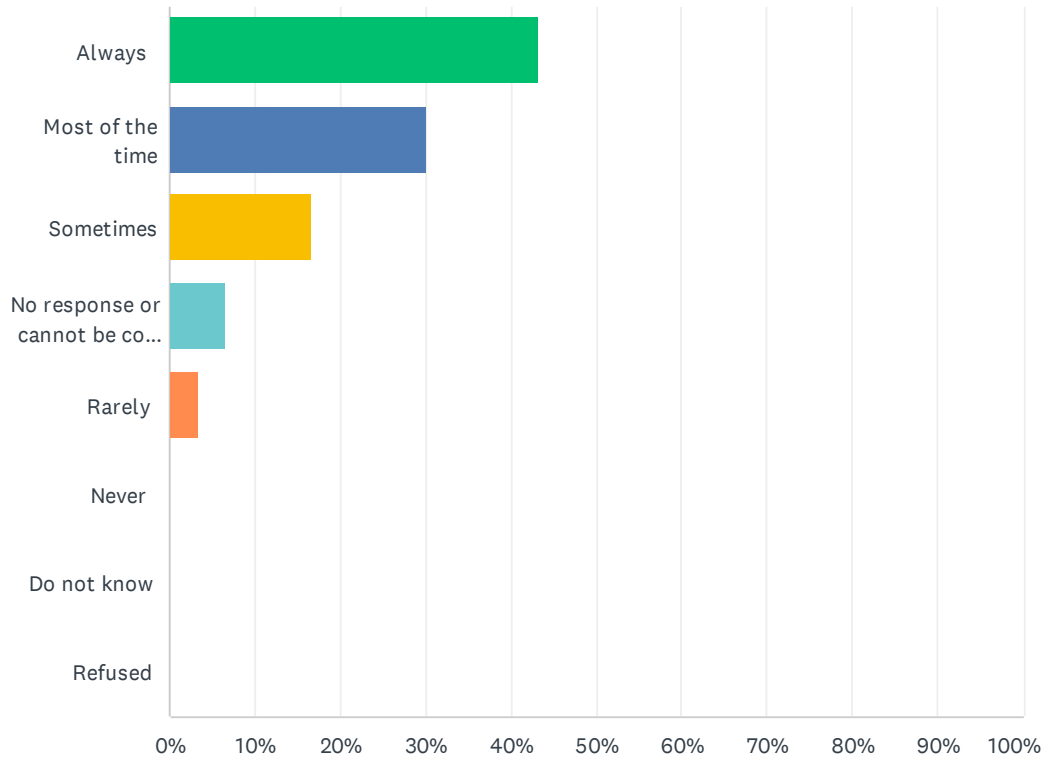
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	70.00%	21
Most of the time	20.00%	6
Sometimes	10.00%	3
Rarely	0.00%	0
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q6 Does Maple View Lodge mimic some of the feelings you had when you lived in your previous home such as comfort and belonging?

Answered: 30 Skipped: 0



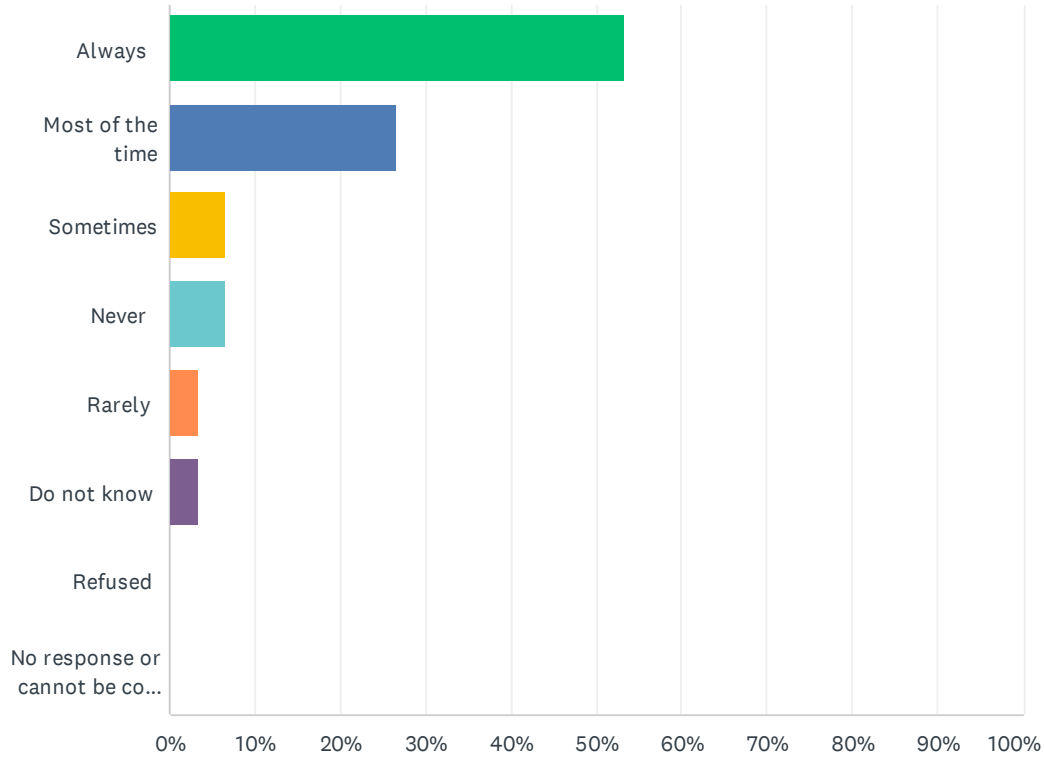
ANSWER CHOICES	RESPONSES	
Always	43.33%	13
Most of the time	30.00%	9
Sometimes	16.67%	5
No response or cannot be coded from response	6.67%	2
Rarely	3.33%	1
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
TOTAL		30

Q7 Additional Environmental Comments or Feedback

Answered: 7 Skipped: 23

Q8 Are you supported in accessing services you may need such as dental, wheelchair repair, physiotherapy, foot care etc.?

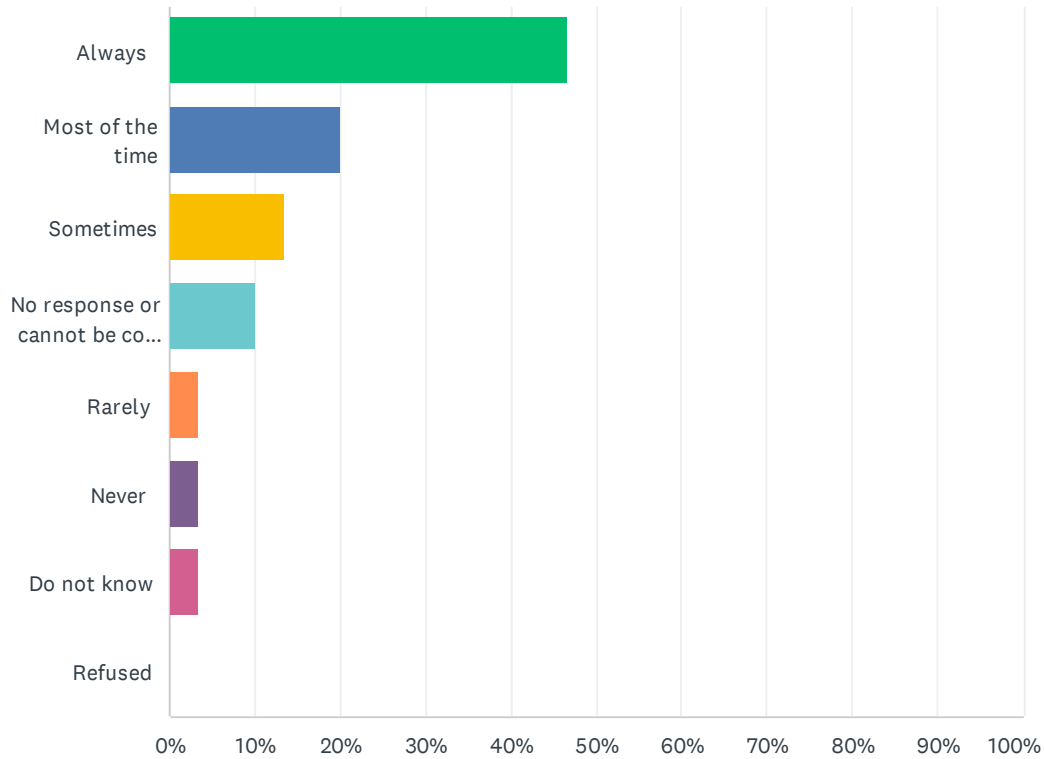
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	53.33%	16
Most of the time	26.67%	8
Sometimes	6.67%	2
Never	6.67%	2
Rarely	3.33%	1
Do not know	3.33%	1
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q9 Does the Physician and or Nurse Practitioner address any questions or concerns you may have?

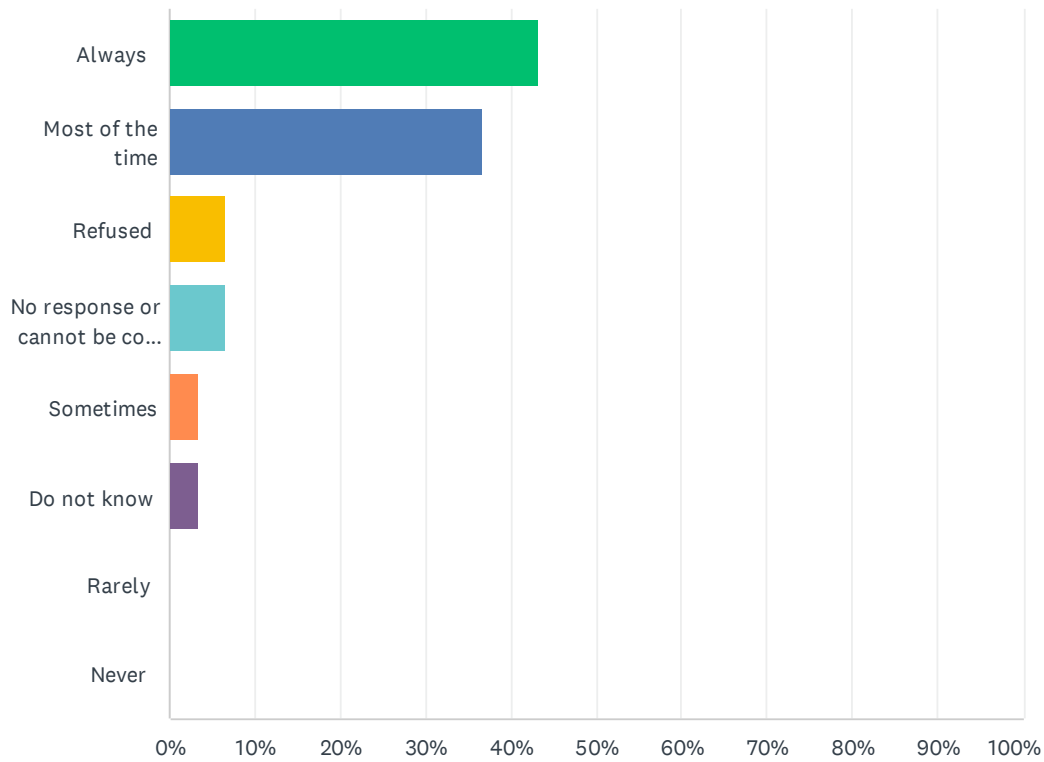
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	46.67%	14
Most of the time	20.00%	6
Sometimes	13.33%	4
No response or cannot be coded from response	10.00%	3
Rarely	3.33%	1
Never	3.33%	1
Do not know	3.33%	1
Refused	0.00%	0
TOTAL		30

Q10 Do you feel you are involved in your health care decisions?

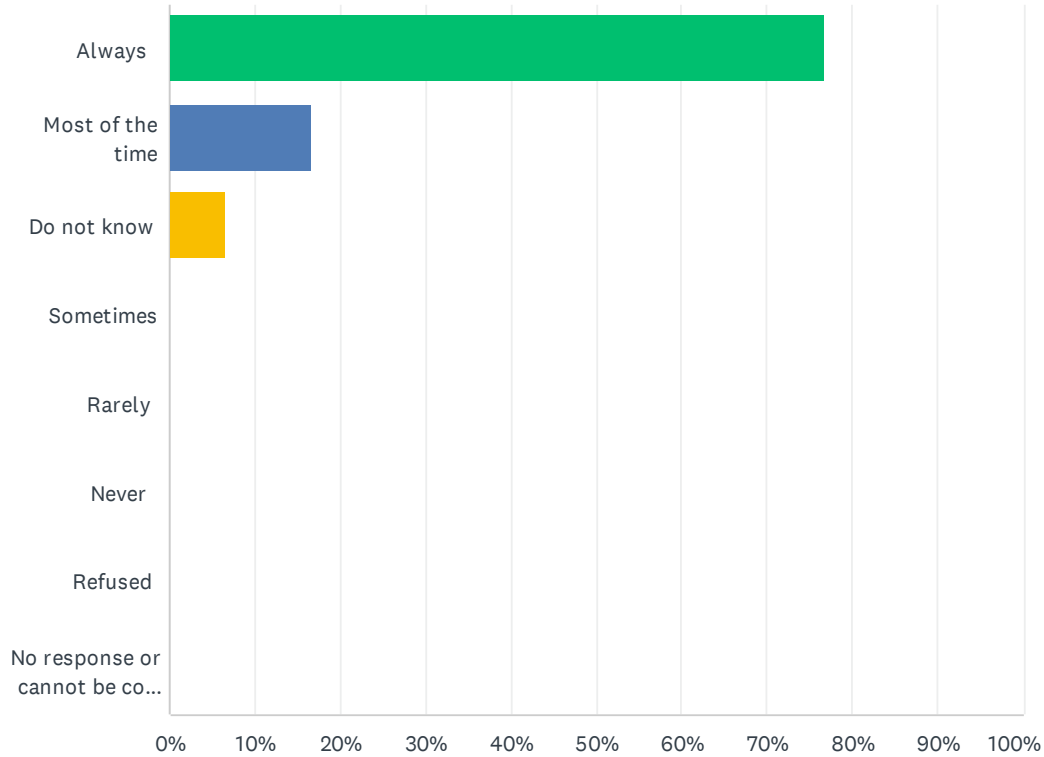
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	43.33%	13
Most of the time	36.67%	11
Refused	6.67%	2
No response or cannot be coded from response	6.67%	2
Sometimes	3.33%	1
Do not know	3.33%	1
Rarely	0.00%	0
Never	0.00%	0
TOTAL		30

Q11 Do you feel that your family members and/or Powers of Attorney are kept up to date on a regular basis?

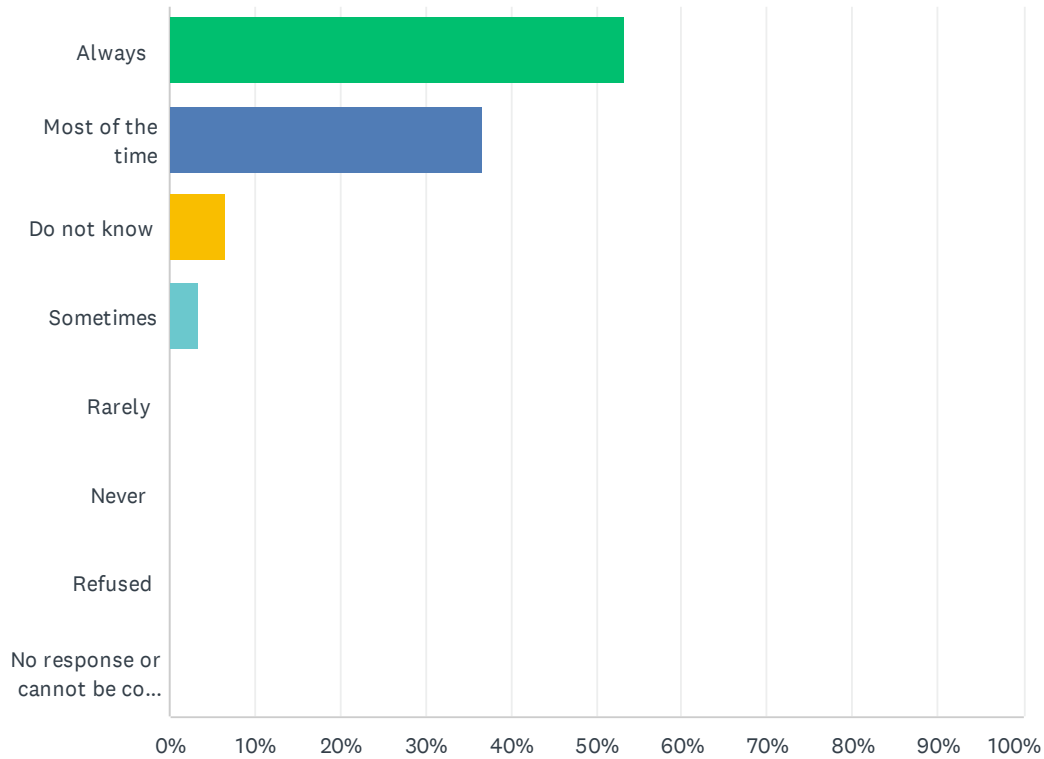
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	76.67%	23
Most of the time	16.67%	5
Do not know	6.67%	2
Sometimes	0.00%	0
Rarely	0.00%	0
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q12 If you have concerns are they addressed in a timely fashion after being reported to the nurse in charge?

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	53.33%	16
Most of the time	36.67%	11
Do not know	6.67%	2
Sometimes	3.33%	1
Rarely	0.00%	0
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q13 Additional Care Comments or Feedback

Answered: 7 Skipped: 23

Q14 Please list your favourite programs and Activities.

Answered: 27 Skipped: 3

ANSWER CHOICES	RESPONSES	
Physical (walking clubs, group exercise, balloon badminton, drum-fit)	92.59%	25
Social (Gatherings, socials, special events, teas)	88.89%	24
Sensory (Music, textures for touch, bright colours, artwork, gardening)	88.89%	24
Intellectual (Museum programs, guest speakers/ presenters, reminiscing, arm chair travel, family feud)	81.48%	22
Spiritual (Church, 1:1 Prayers/readings, Bible Study, Yoga, Mindfulness classes/seminars, self-work)	77.78%	21

Q15 What are your least favourite programs and activities?

Answered: 18 Skipped: 12

ANSWER CHOICES	RESPONSES	
Spiritual	83.33%	15
Social	77.78%	14
Sensory	77.78%	14
Physical	72.22%	13
Intellectual	72.22%	13

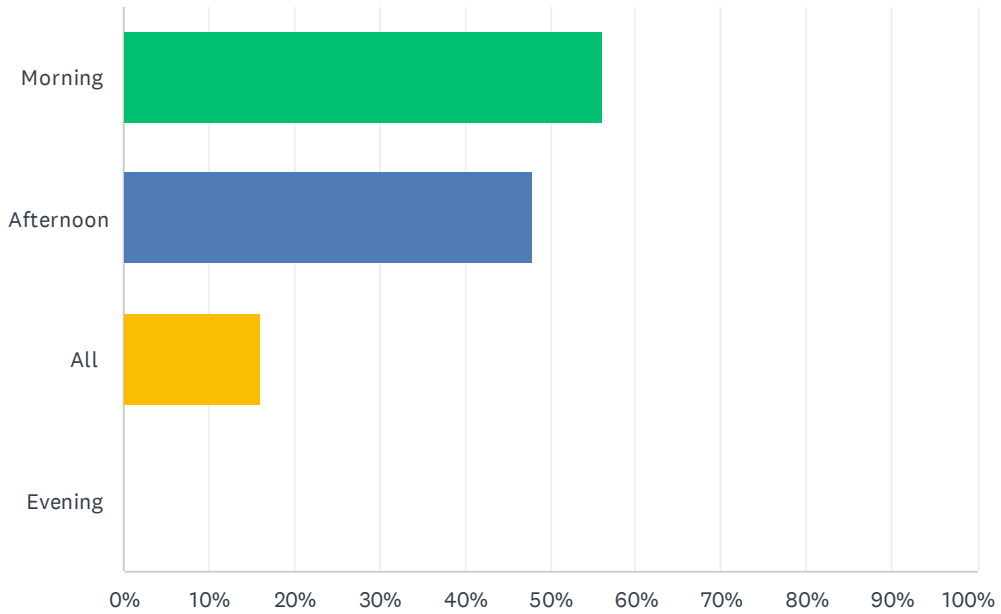
Q16 Are there any new programs or activities you would like to see offered or programs from the past returned?

Answered: 15 Skipped: 15

ANSWER CHOICES	RESPONSES	
Social	73.33%	11
Spiritual	73.33%	11
Physical	66.67%	10
Sensory	66.67%	10
Intellectual	53.33%	8

Q17 What time of day do you prefer to attend programs?

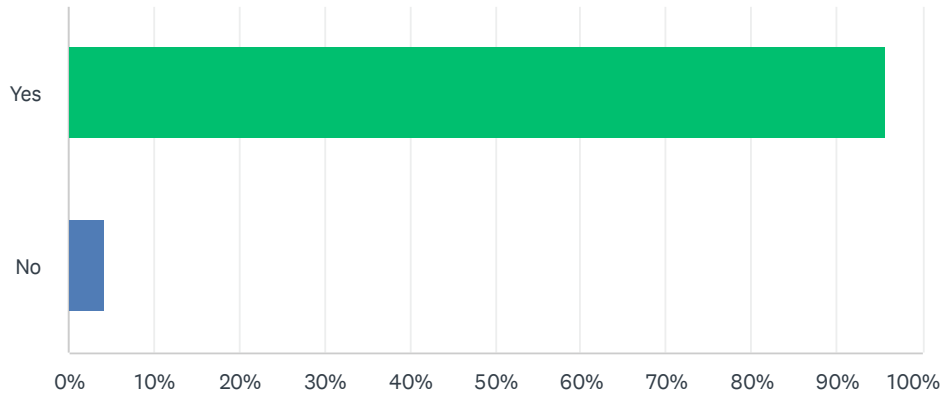
Answered: 25 Skipped: 5



ANSWER CHOICES	RESPONSES	
Morning	56.00%	14
Afternoon	48.00%	12
All	16.00%	4
Evening	0.00%	0
Total Respondents: 25		

Q18 Are you supported and assisted to attend programs?

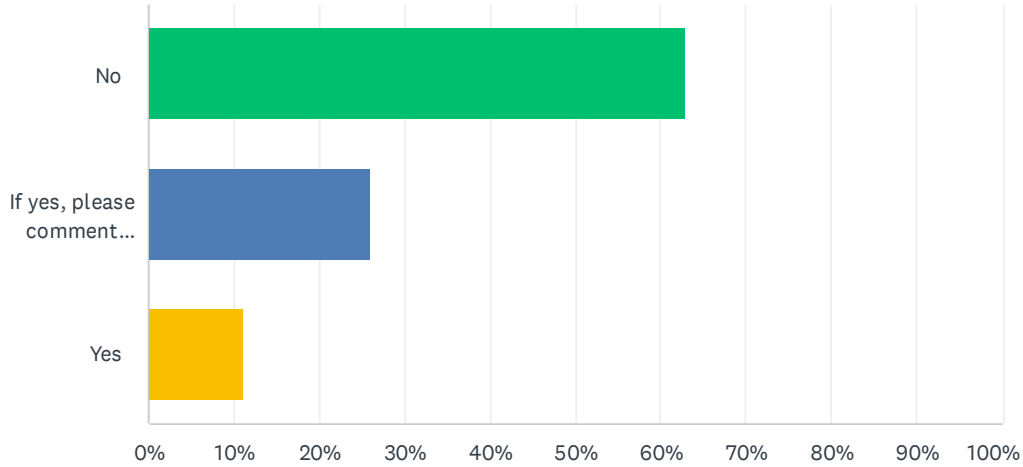
Answered: 24 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	95.83%	23
No	4.17%	1
TOTAL		24

Q19 Do you have suggestions for outings in which you would like to attend?

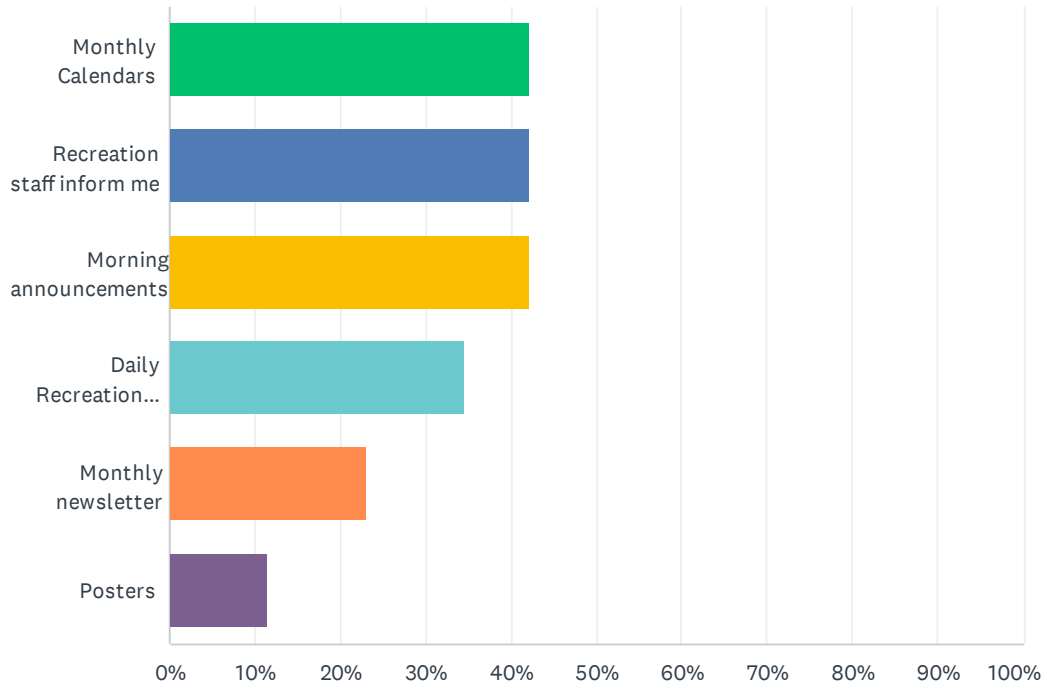
Answered: 27 Skipped: 3



ANSWER CHOICES	RESPONSES	
No	62.96%	17
If yes, please comment suggestion(s)	25.93%	7
Yes	11.11%	3
TOTAL		27

Q20 What do you feel is the best way to communicate the programs and activities happening each day?

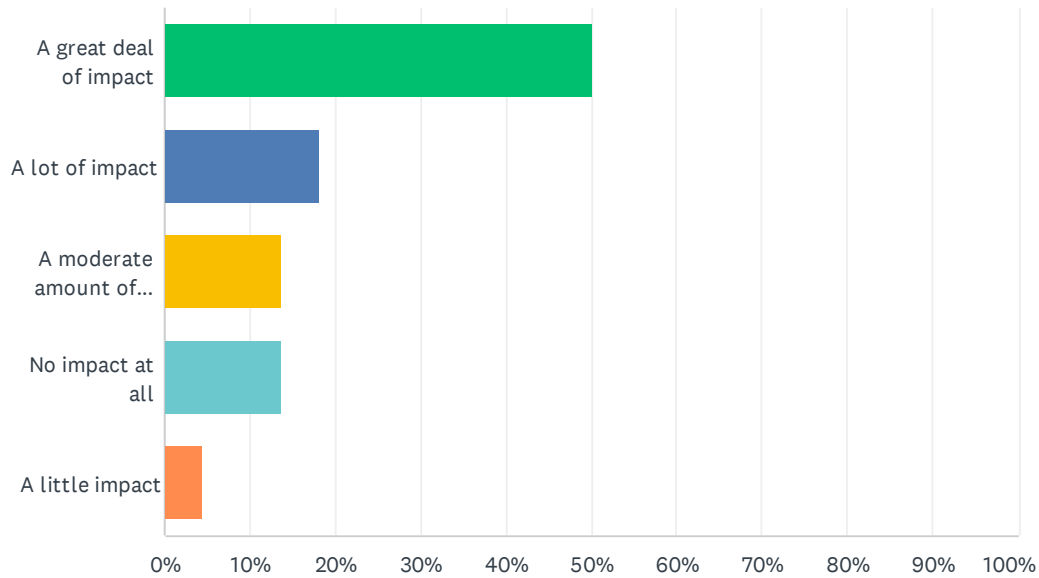
Answered: 26 Skipped: 4



ANSWER CHOICES	RESPONSES	
Monthly Calendars	42.31%	11
Recreation staff inform me	42.31%	11
Morning announcements	42.31%	11
Daily Recreation White Boards in common areas	34.62%	9
Monthly newsletter	23.08%	6
Posters	11.54%	3
Total Respondents: 26		

Q21 How much of an impact do you feel our volunteers had on your experience at Maple View? What ways do you feel our volunteers could enhance your experience?

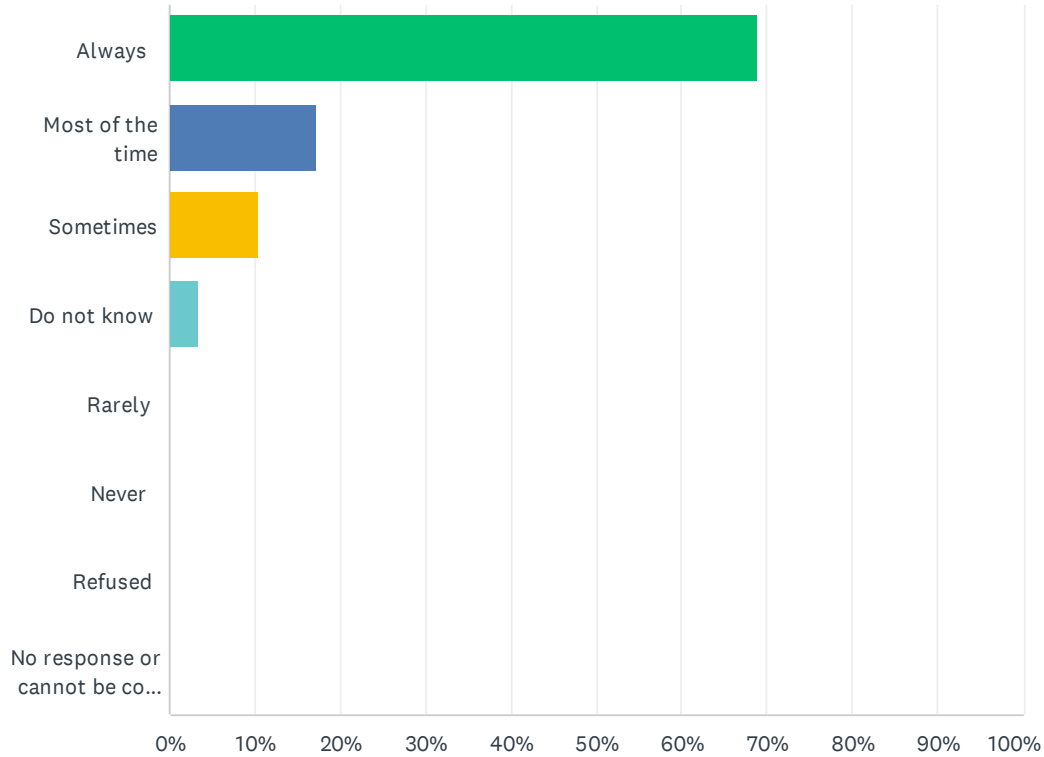
Answered: 22 Skipped: 8



ANSWER CHOICES	RESPONSES	
A great deal of impact	50.00%	11
A lot of impact	18.18%	4
A moderate amount of impact	13.64%	3
No impact at all	13.64%	3
A little impact	4.55%	1
TOTAL		22

Q22 Do you feel you are given the opportunity to socially connect with your family, co-residents, volunteers and staff at Maple View Lodge?

Answered: 29 Skipped: 1



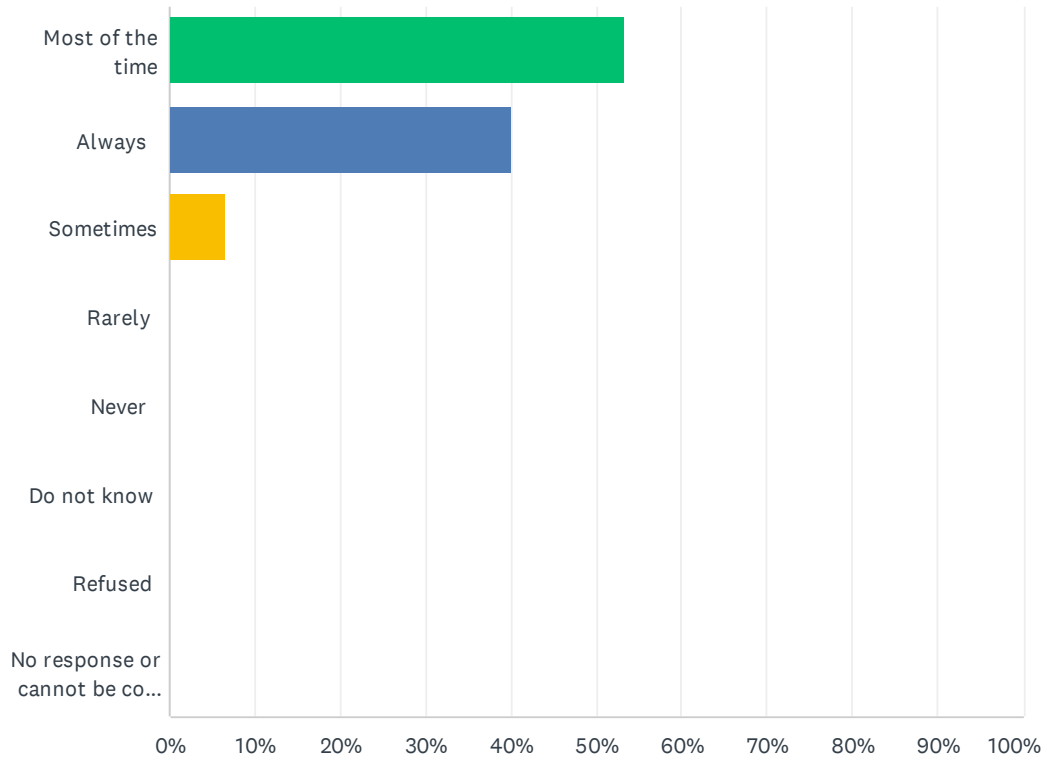
ANSWER CHOICES	RESPONSES	
Always	68.97%	20
Most of the time	17.24%	5
Sometimes	10.34%	3
Do not know	3.45%	1
Rarely	0.00%	0
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		29

Q23 Additional Recreational comments or feedback

Answered: 7 Skipped: 23

Q24 Do you feel there are a variety of food choices to choose from on the menu?

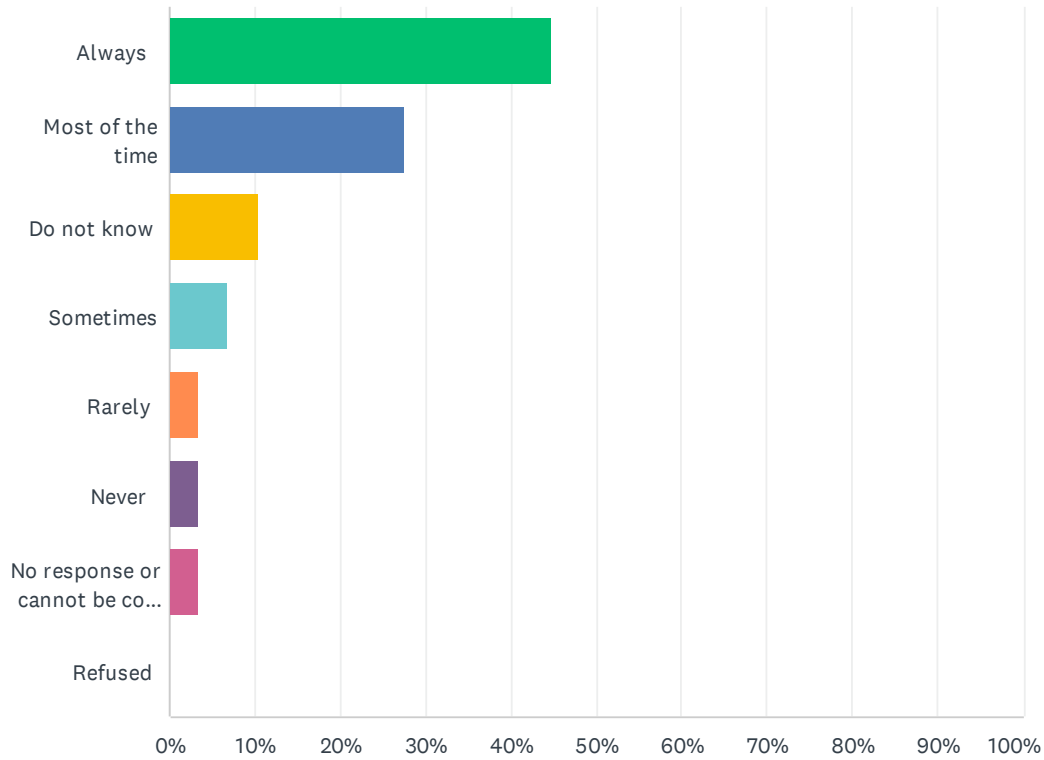
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Most of the time	53.33%	16
Always	40.00%	12
Sometimes	6.67%	2
Rarely	0.00%	0
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q25 When you ask for your menu choice, it is available?

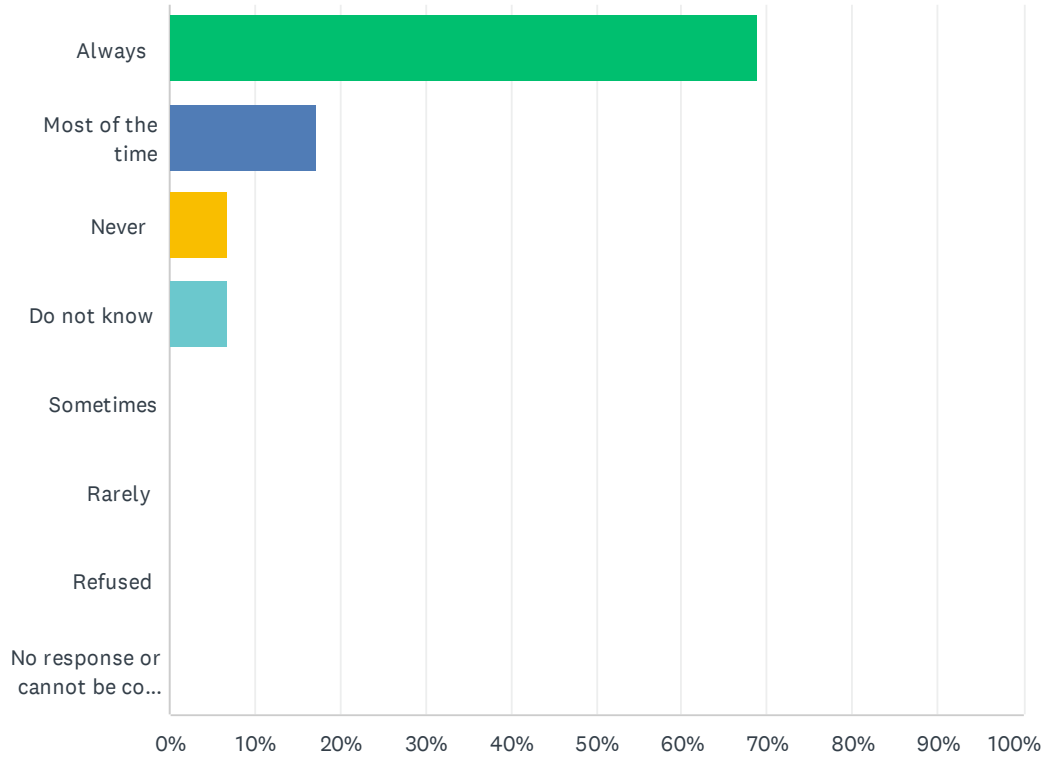
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	44.83%	13
Most of the time	27.59%	8
Do not know	10.34%	3
Sometimes	6.90%	2
Rarely	3.45%	1
Never	3.45%	1
No response or cannot be coded from response	3.45%	1
Refused	0.00%	0
TOTAL		29

Q26 Are you are offered a choice of snacks in the morning, afternoon and evening (3 snacks daily) ?

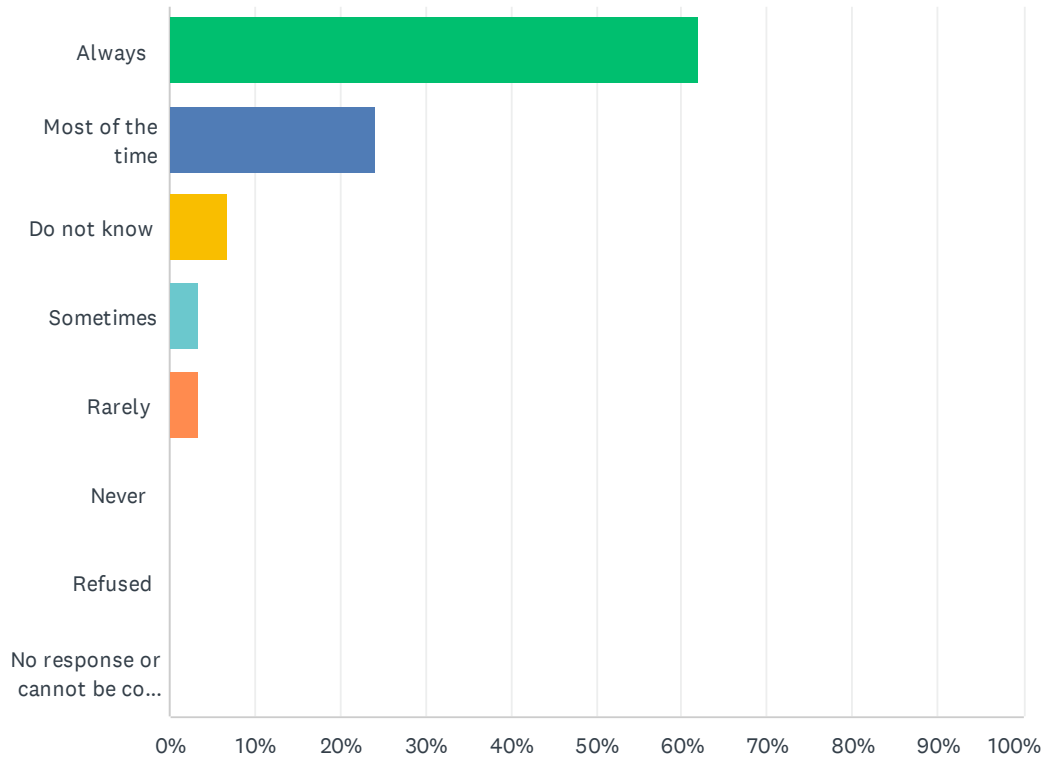
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	68.97%	20
Most of the time	17.24%	5
Never	6.90%	2
Do not know	6.90%	2
Sometimes	0.00%	0
Rarely	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		29

Q27 Food and drinks are served at the right temperature for your enjoyment.

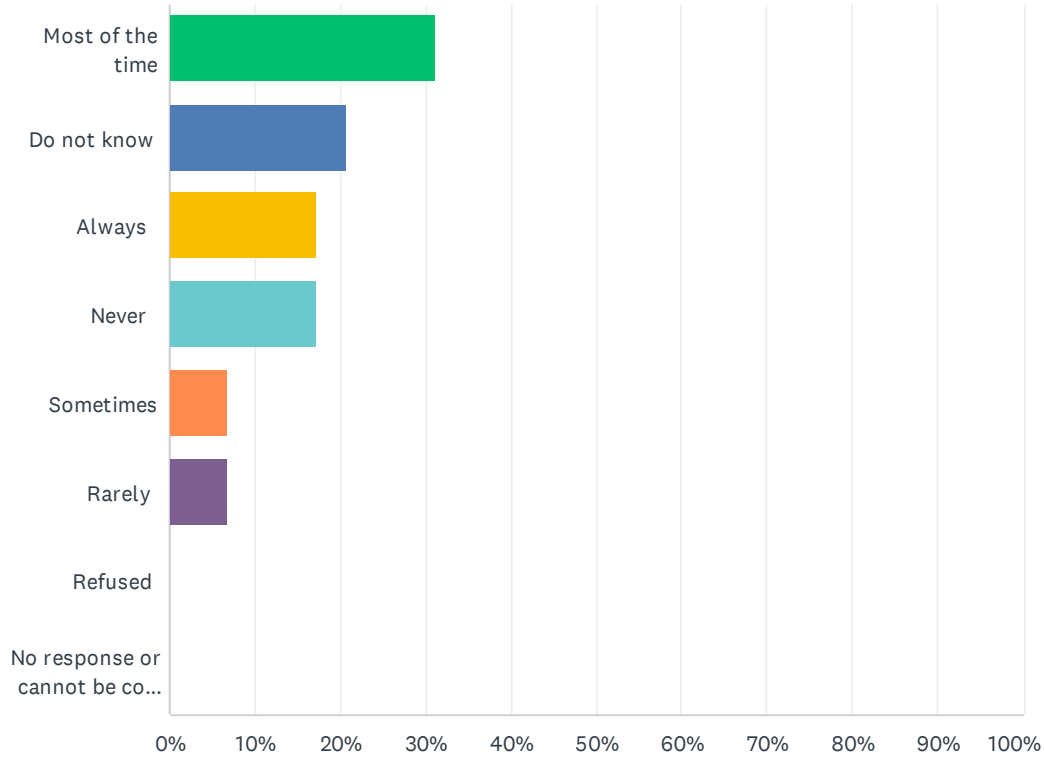
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	62.07%	18
Most of the time	24.14%	7
Do not know	6.90%	2
Sometimes	3.45%	1
Rarely	3.45%	1
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		29

Q28 Are you given the opportunity to provide input to the development of the menu to include your preferences?

Answered: 29 Skipped: 1



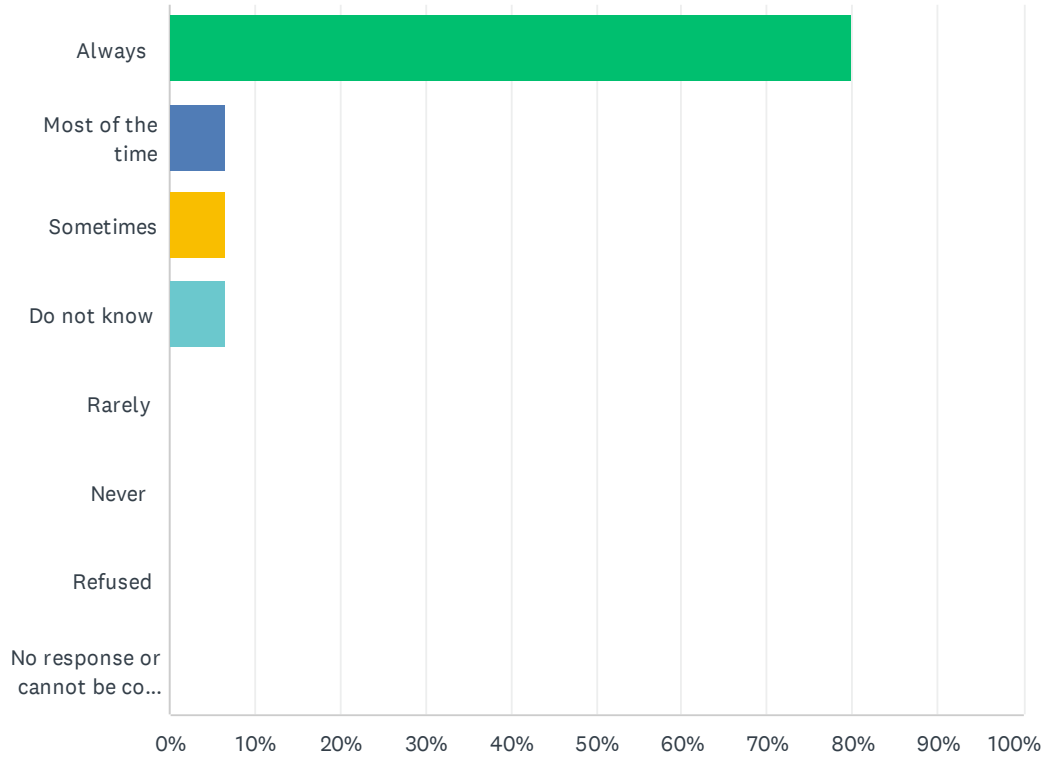
ANSWER CHOICES	RESPONSES	
Most of the time	31.03%	9
Do not know	20.69%	6
Always	17.24%	5
Never	17.24%	5
Sometimes	6.90%	2
Rarely	6.90%	2
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		29

Q29 Additional comments or feedback on meals and dining

Answered: 5 Skipped: 25

Q30 Do staff address you in the way you prefer such as by your preferred name, gender and or identity?

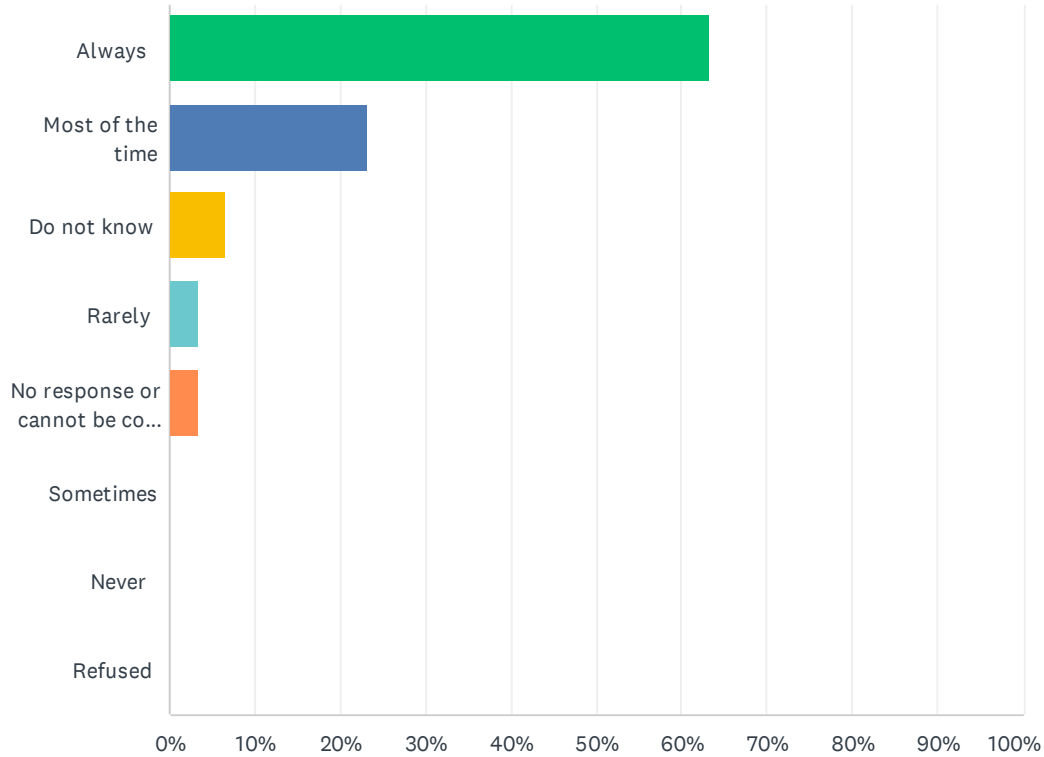
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	80.00%	24
Most of the time	6.67%	2
Sometimes	6.67%	2
Do not know	6.67%	2
Rarely	0.00%	0
Never	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q31 Staff get your consent and inform you what they are going to do as part of your personal care before they do it.

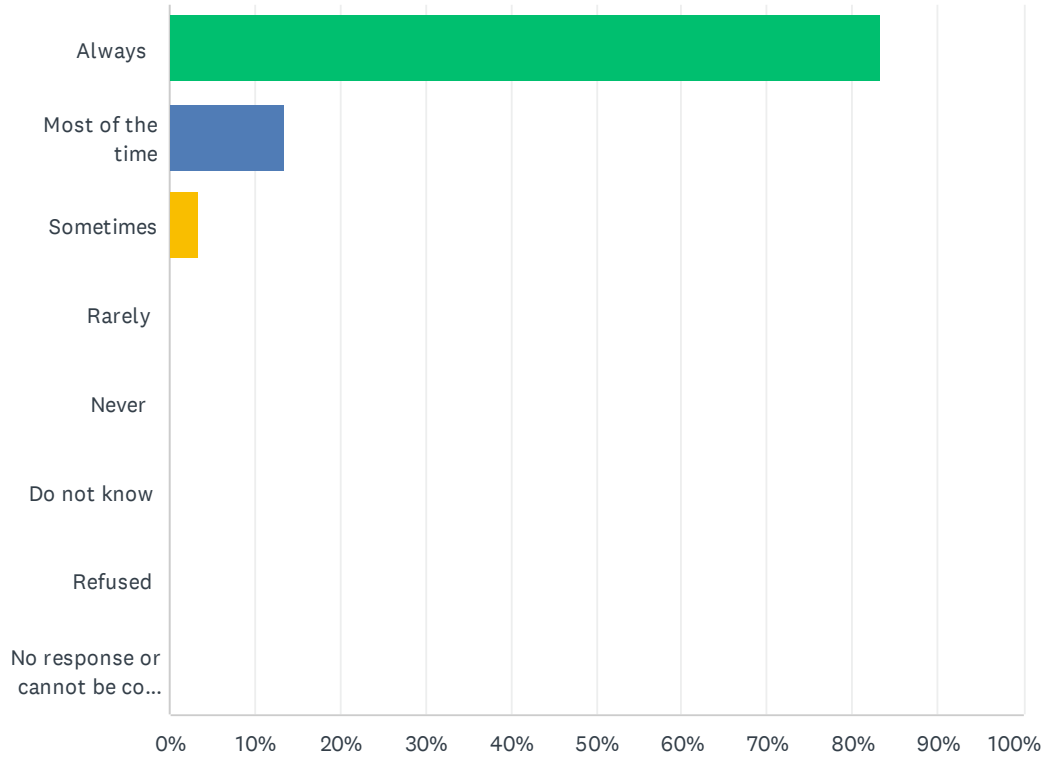
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	63.33%	19
Most of the time	23.33%	7
Do not know	6.67%	2
Rarely	3.33%	1
No response or cannot be coded from response	3.33%	1
Sometimes	0.00%	0
Never	0.00%	0
Refused	0.00%	0
TOTAL		30

Q32 You feel that your privacy is respected (For example, your door and curtains are closed when you receive care or treatment if applicable).

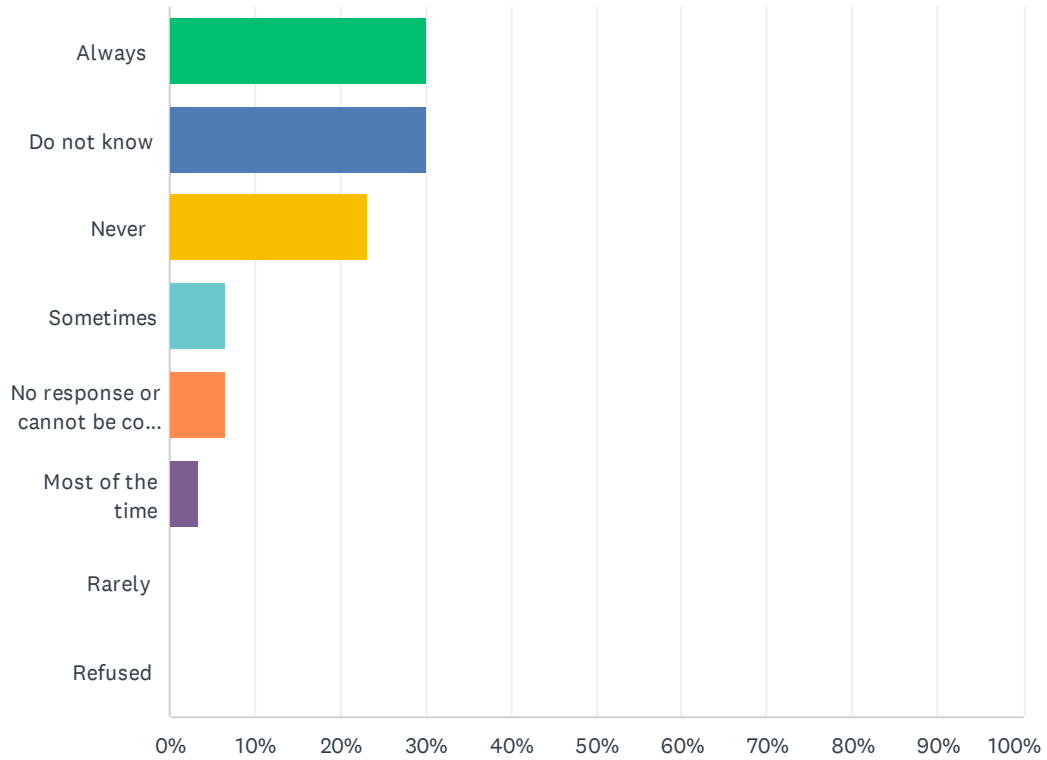
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	83.33%	25
Most of the time	13.33%	4
Sometimes	3.33%	1
Rarely	0.00%	0
Never	0.00%	0
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		30

Q33 Are you aware of the Resident Council?

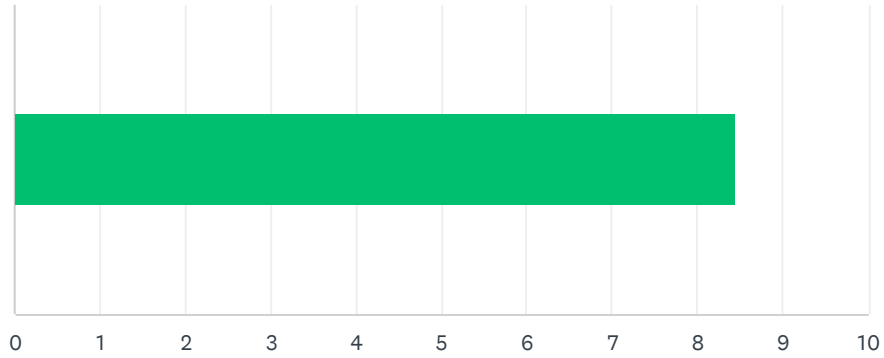
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	30.00%	9
Do not know	30.00%	9
Never	23.33%	7
Sometimes	6.67%	2
No response or cannot be coded from response	6.67%	2
Most of the time	3.33%	1
Rarely	0.00%	0
Refused	0.00%	0
TOTAL		30

Q34 What number would you use to rate how well staff listen to you on a scale of 0-10. (10=they listen)

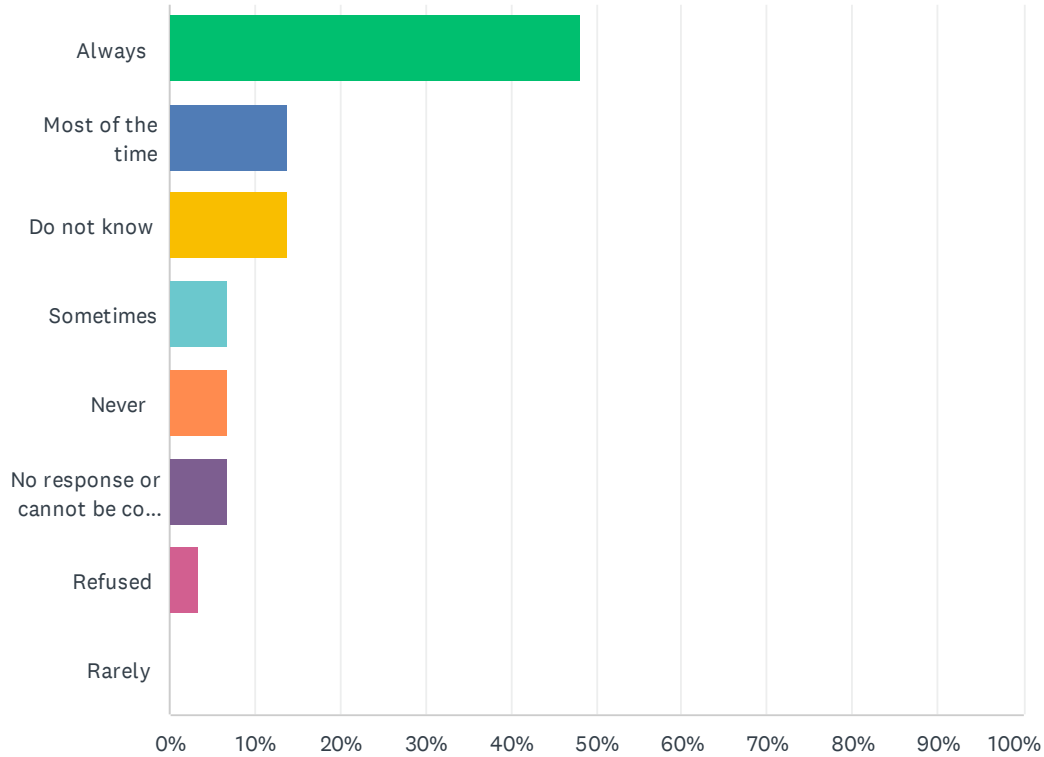
Answered: 30 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	8	253	30
Total Respondents: 30			

Q35 Are you supported in pursuing your personal values and beliefs? (For example your spiritual and or cultural beliefs).

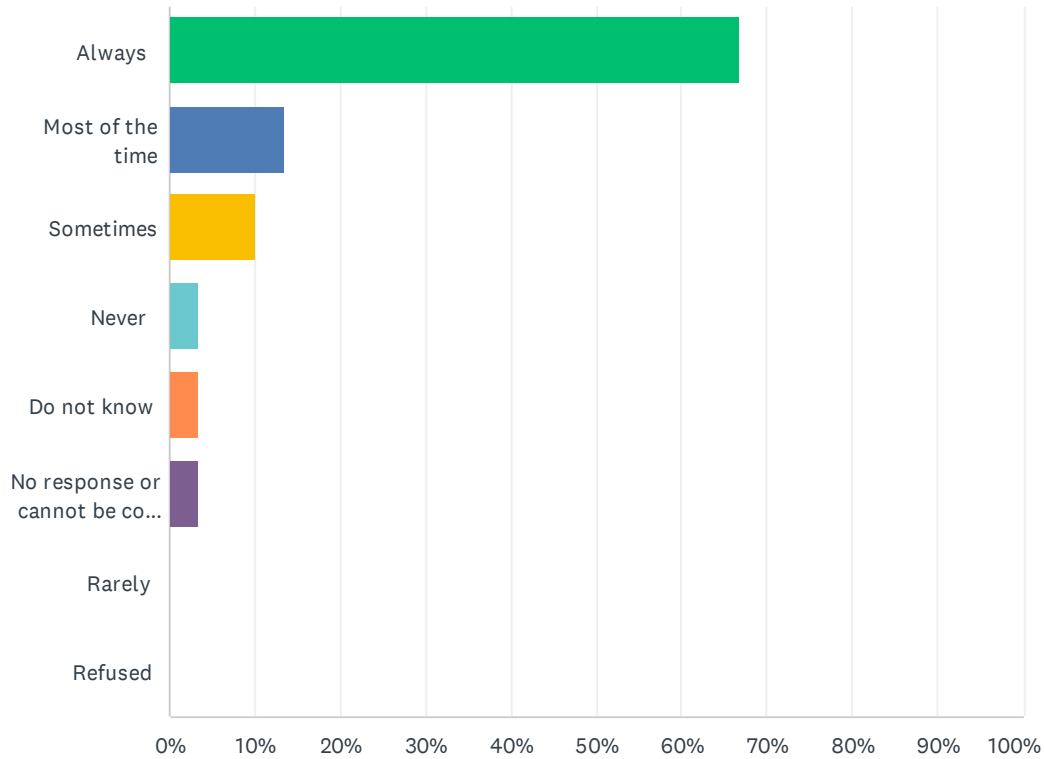
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	48.28%	14
Most of the time	13.79%	4
Do not know	13.79%	4
Sometimes	6.90%	2
Never	6.90%	2
No response or cannot be coded from response	6.90%	2
Refused	3.45%	1
Rarely	0.00%	0
TOTAL		29

Q36 Do you feel you can express your opinion without fear of consequences?

Answered: 30 Skipped: 0



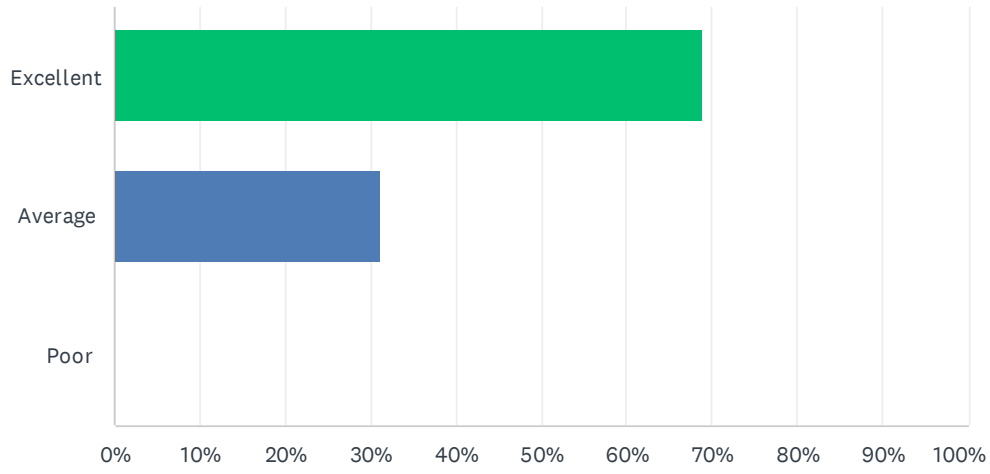
ANSWER CHOICES	RESPONSES	
Always	66.67%	20
Most of the time	13.33%	4
Sometimes	10.00%	3
Never	3.33%	1
Do not know	3.33%	1
No response or cannot be coded from response	3.33%	1
Rarely	0.00%	0
Refused	0.00%	0
TOTAL		30

Q37 Additional comments or feedback around Dignity and Respect

Answered: 5 Skipped: 25

Q38 Generally, how do you rate your Long-Term Care experience?

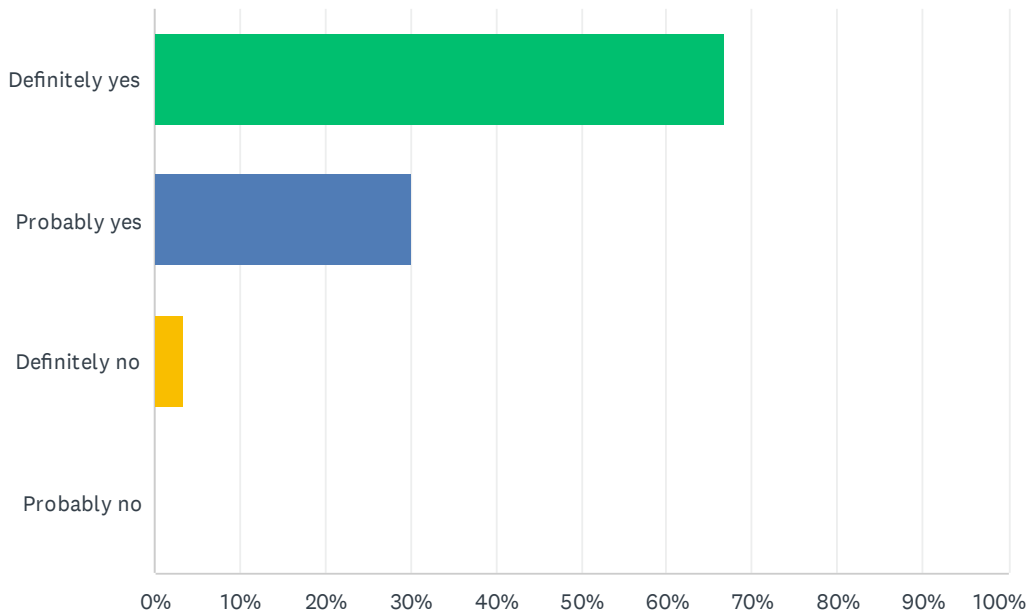
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	68.97%	20
Average	31.03%	9
Poor	0.00%	0
TOTAL		29

Q39 Would you recommend Maple View Lodge to others?

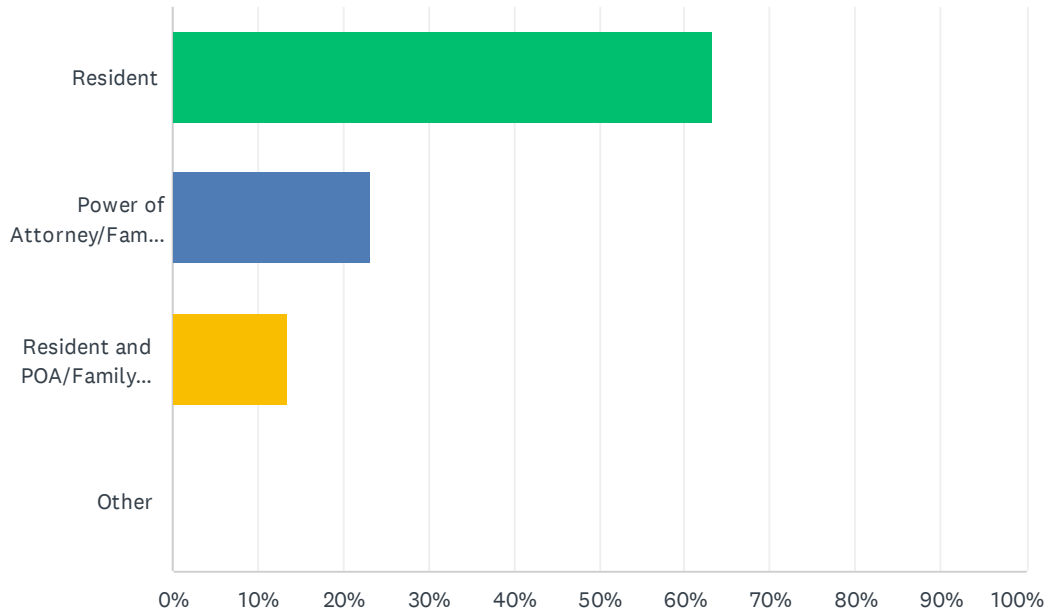
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Definitely yes	66.67%	20
Probably yes	30.00%	9
Definitely no	3.33%	1
Probably no	0.00%	0
TOTAL		30

Q41 The survey was completed by:

Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Resident	63.33%	19
Power of Attorney/Family Member	23.33%	7
Resident and POA/Family Member Together	13.33%	4
Other	0.00%	0
TOTAL		30