

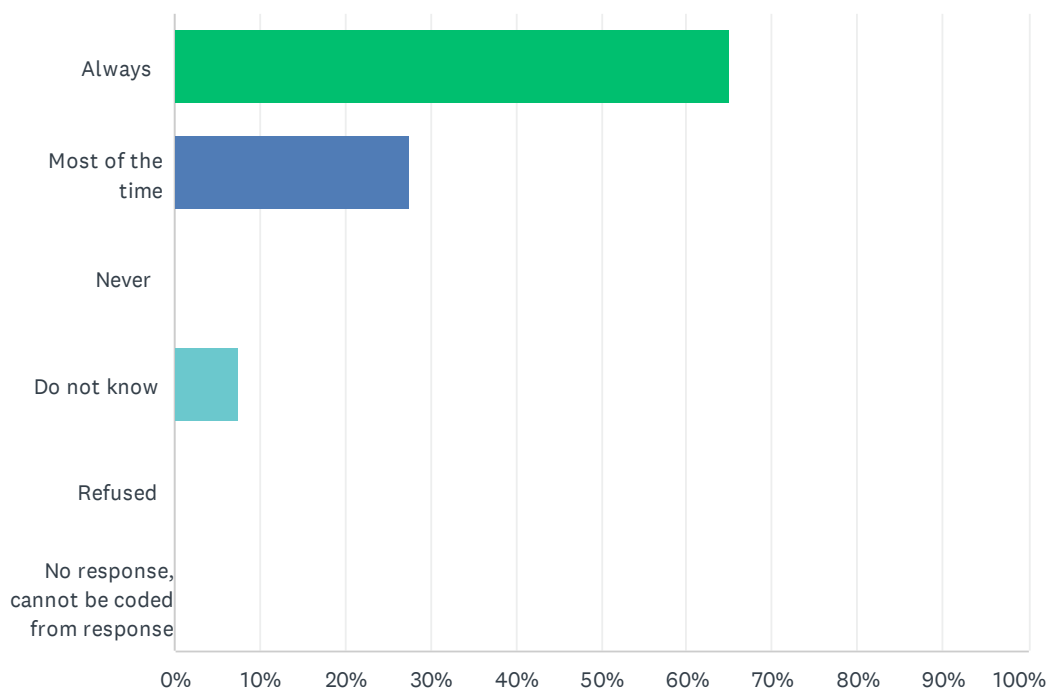


RESIDENT SATISFACTION SURVEY
2025 MAPLE VIEW LODGE

where **lifestyle**
grows good **business**

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

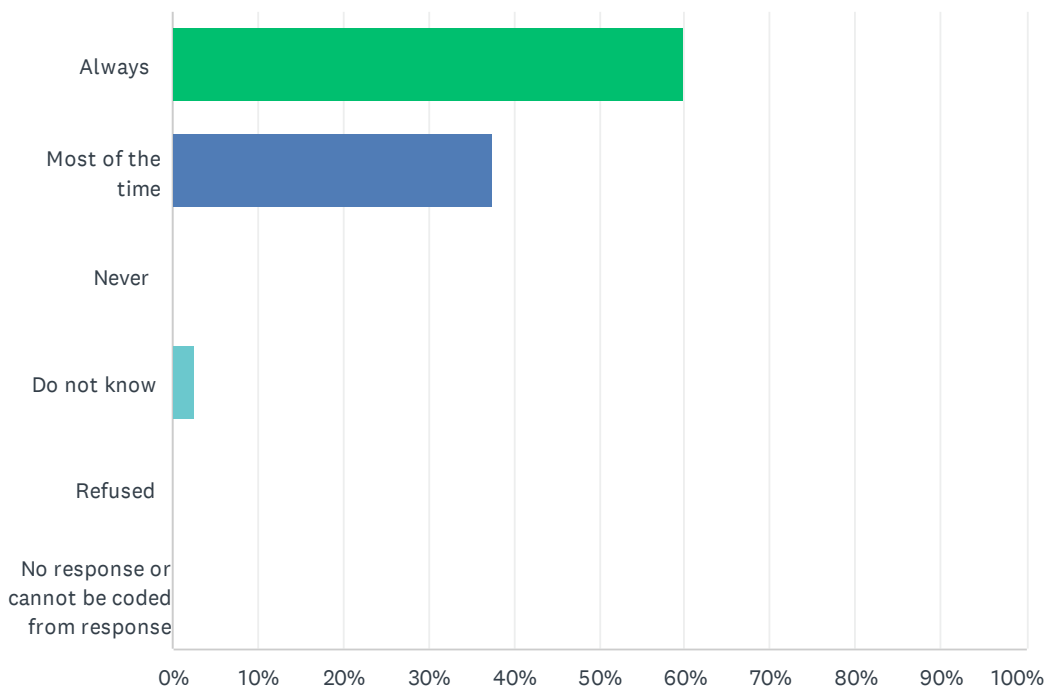
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	65.00%	26
Most of the time	27.50%	11
Never	0.00%	0
Do not know	7.50%	3
Refused	0.00%	0
No response, cannot be coded from response	0.00%	0
TOTAL		40

Q2 You feel safe and secure at Maple View Lodge

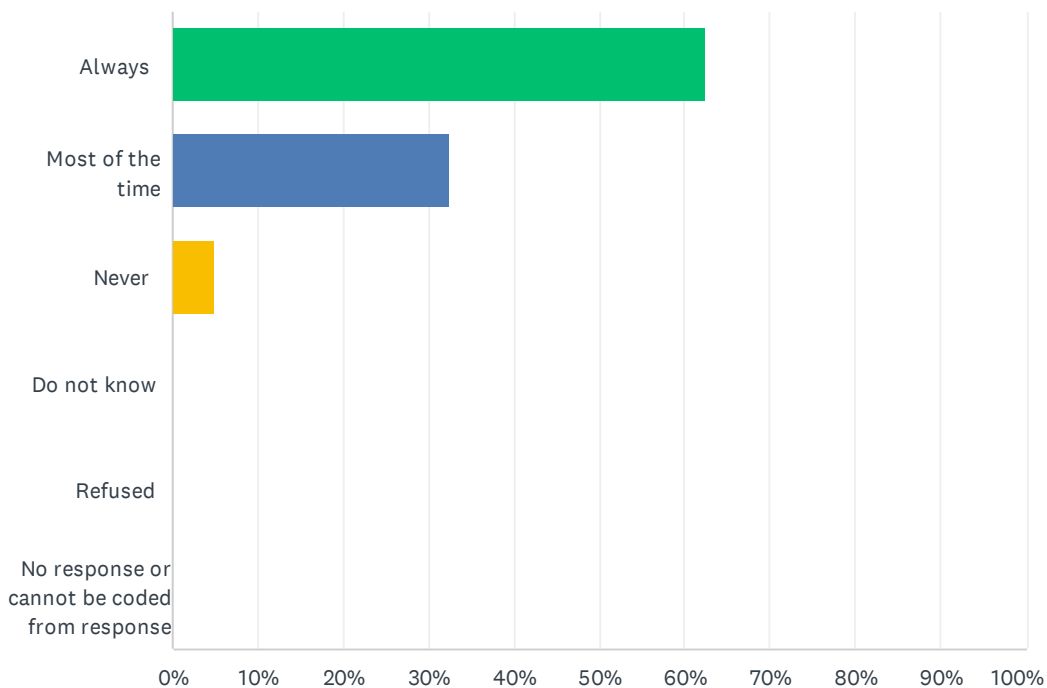
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	60.00%	24
Most of the time	37.50%	15
Never	0.00%	0
Do not know	2.50%	1
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		40

Q3 Odors are kept to a minimum.

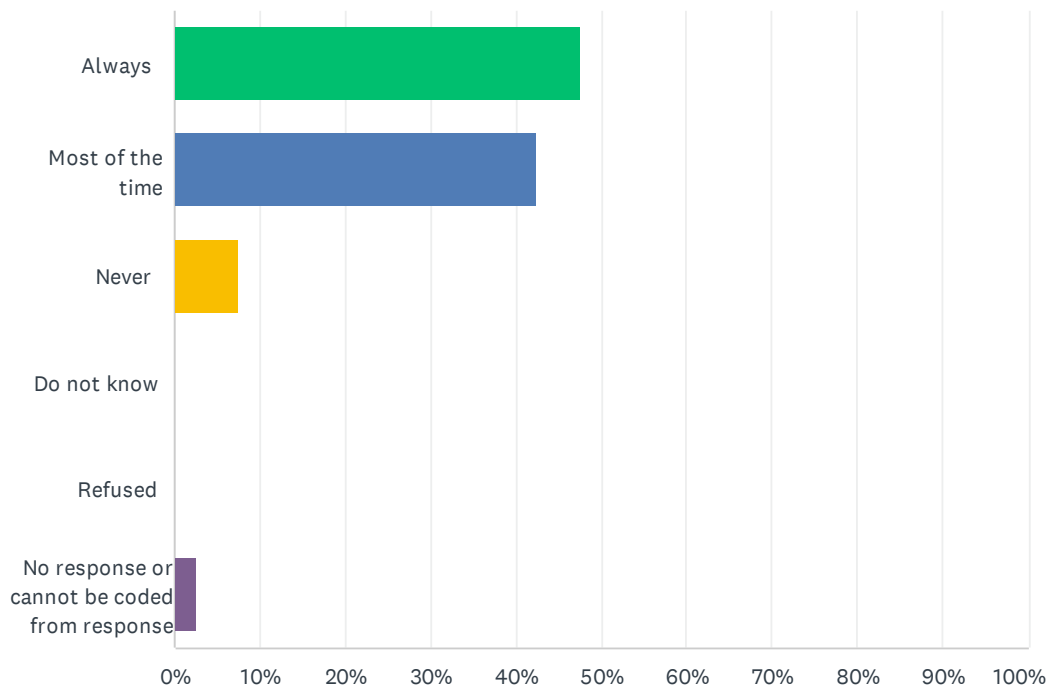
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	62.50%	25
Most of the time	32.50%	13
Never	5.00%	2
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		40

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

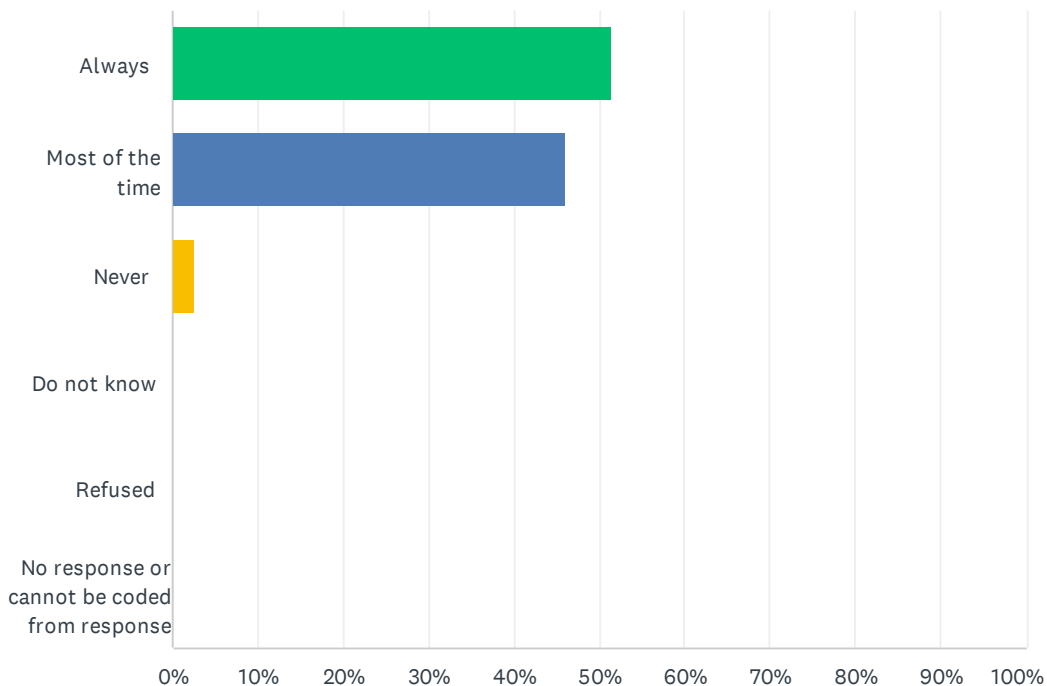
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	47.50%	19
Most of the time	42.50%	17
Never	7.50%	3
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	2.50%	1
Total Respondents: 40		

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

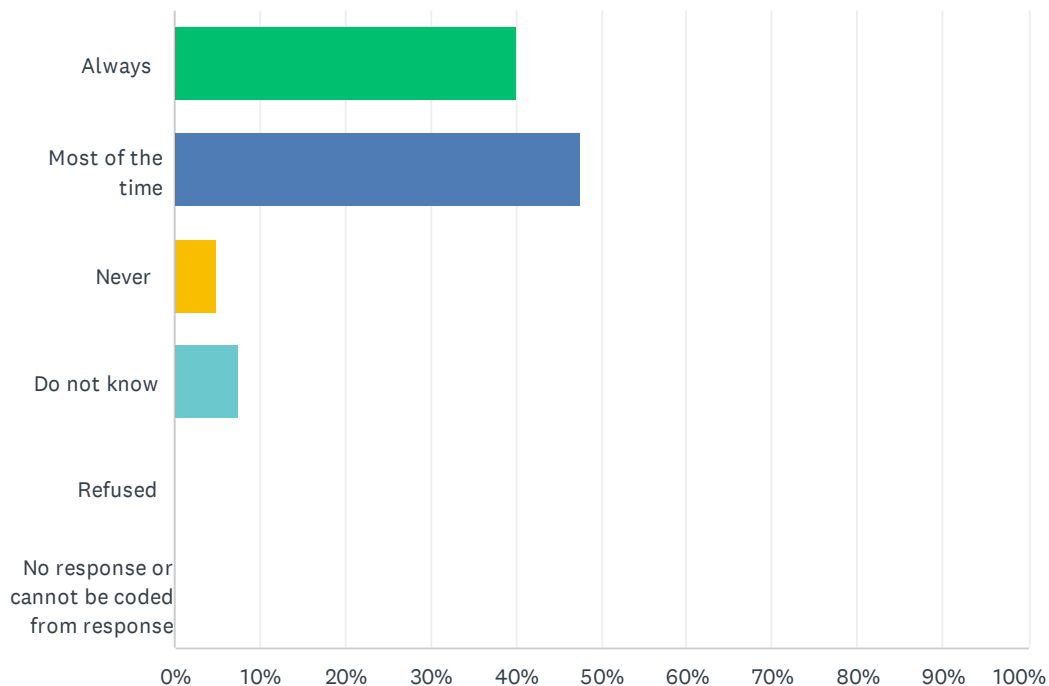
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	51.28%	20
Most of the time	46.15%	18
Never	2.56%	1
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		39

Q7 Are you supported in accessing services you may need such as dental, wheelchair repair, physiotherapy, foot care etc.?

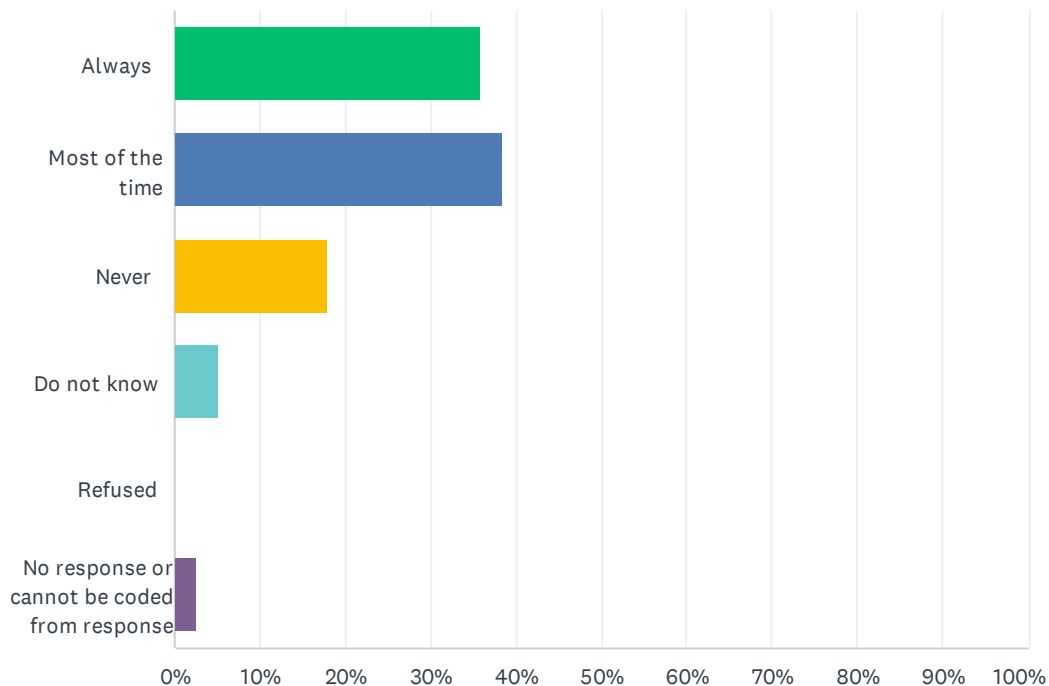
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	40.00%	16
Most of the time	47.50%	19
Never	5.00%	2
Do not know	7.50%	3
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		40

Q8 Does the Physician and or Nurse Practitioner address any questions or concerns you may have?

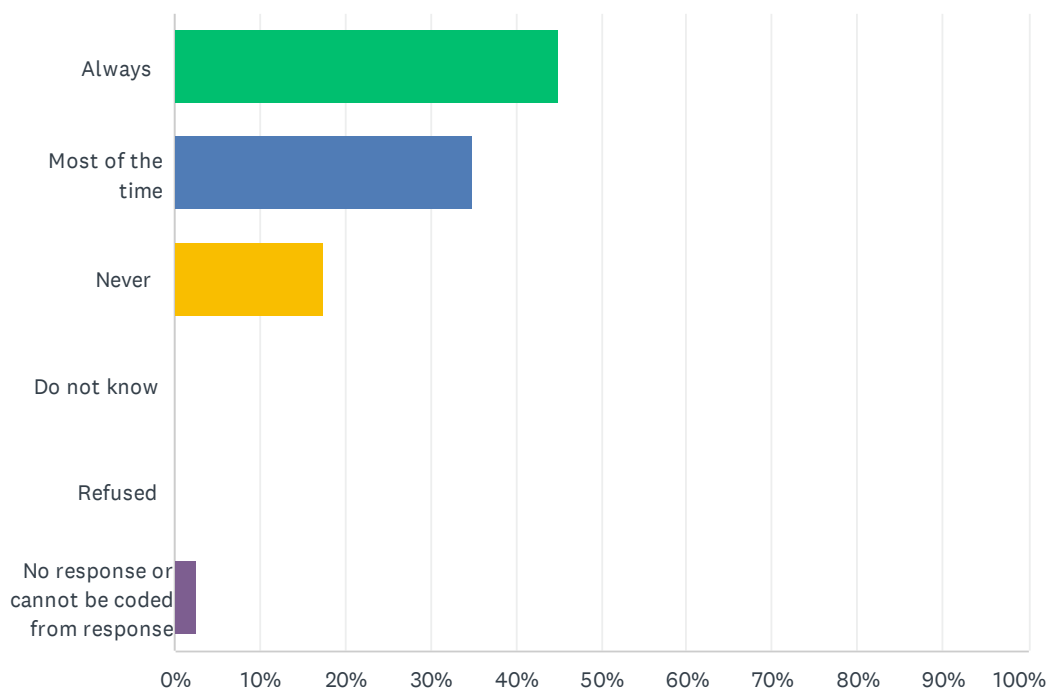
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	35.90%	14
Most of the time	38.46%	15
Never	17.95%	7
Do not know	5.13%	2
Refused	0.00%	0
No response or cannot be coded from response	2.56%	1
TOTAL		39

Q9 Do you feel you are involved in your health care decisions?

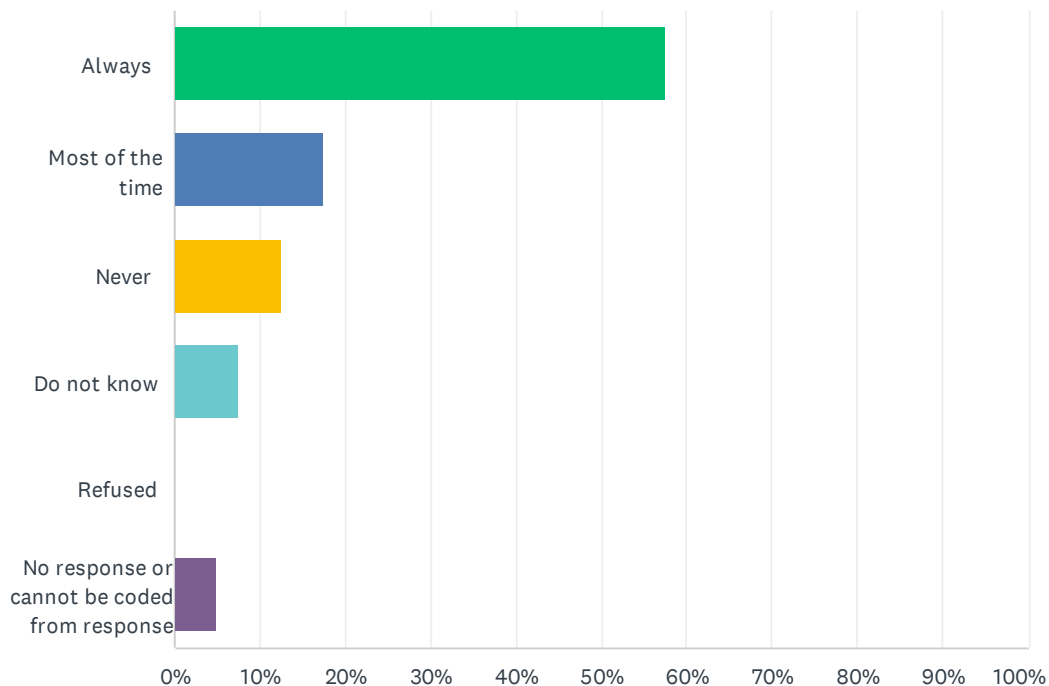
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	45.00%	18
Most of the time	35.00%	14
Never	17.50%	7
Do not know	0.00%	0
Refused	0.00%	0
No response or cannot be coded from response	2.50%	1
TOTAL		40

Q10 Do you feel that your family members and/or Powers of Attorney are kept up to date on a regular basis?

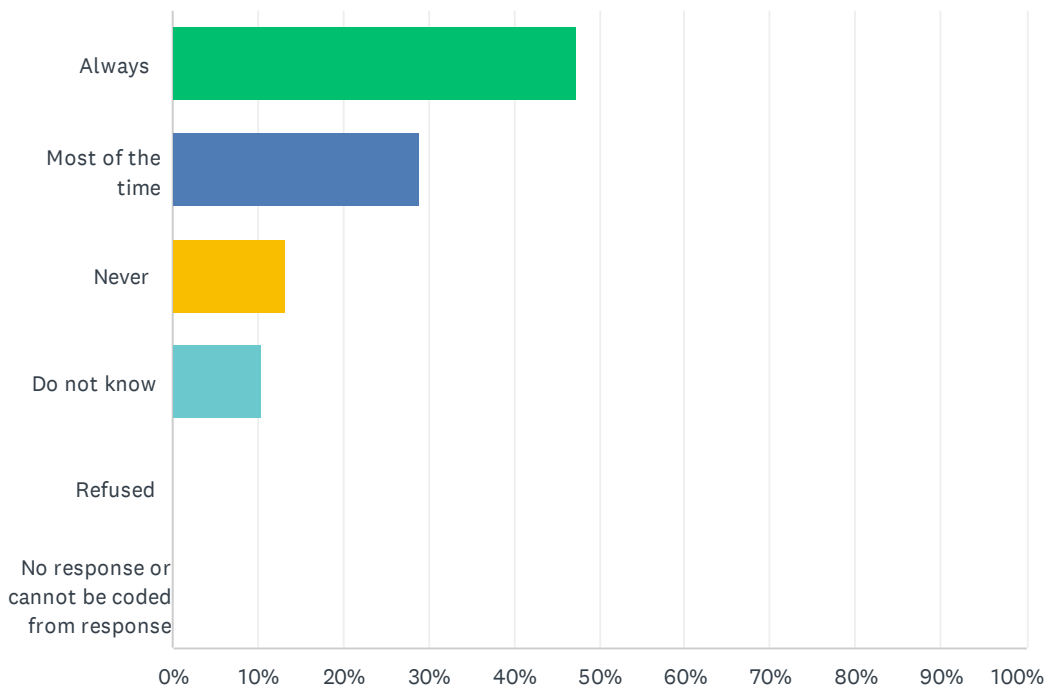
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	57.50%	23
Most of the time	17.50%	7
Never	12.50%	5
Do not know	7.50%	3
Refused	0.00%	0
No response or cannot be coded from response	5.00%	2
TOTAL		40

Q11 If you have concerns are they addressed in a timely fashion after being reported to the nurse in charge?

Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	47.37%	18
Most of the time	28.95%	11
Never	13.16%	5
Do not know	10.53%	4
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		38

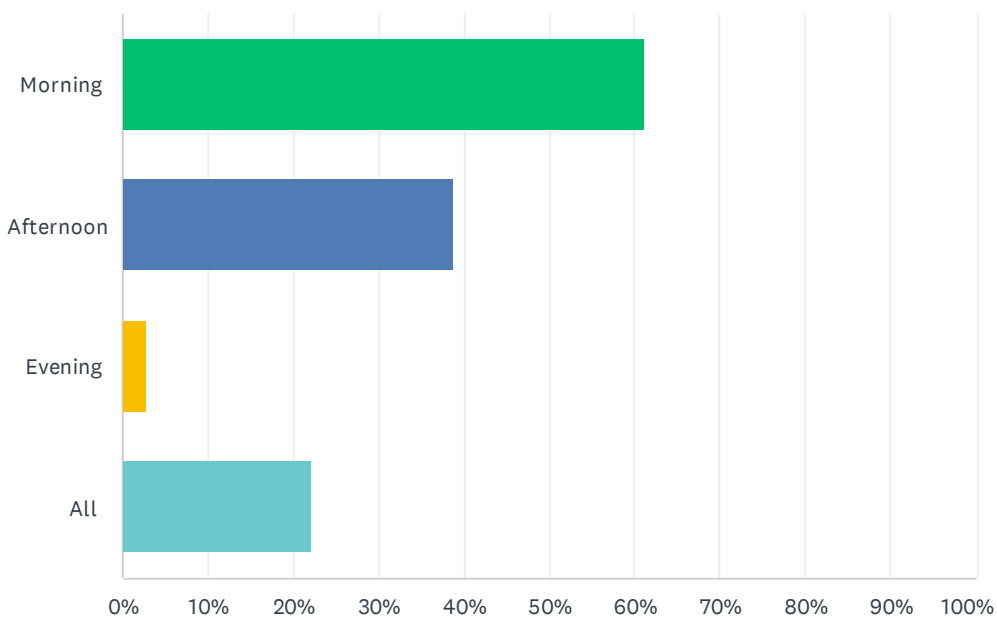
Q13 Please list your favourite programs and Activities.

Answered: 36 Skipped: 4

ANSWER CHOICES	RESPONSES	
Physical (walking clubs, group exercise, balloon badminton, drum-fit)	86.11%	31
Emotional (reminiscing about the past, arts/crafts, 1:1 chats, resident support groups)	86.11%	31
Social (Gatherings, socials, special events, teas)	94.44%	34
Spiritual (Church, 1:1 Prayers/readings, Bible Study, Yoga, Mindfulness classes/seminars, self-work)	75.00%	27
Sensory (Music, textures for touch, bright colours, artwork, gardening)	86.11%	31
Intellectual (cards, Museum programs, residents council, trivia)	91.67%	33

Q15 What time of day do you prefer to attend programs?

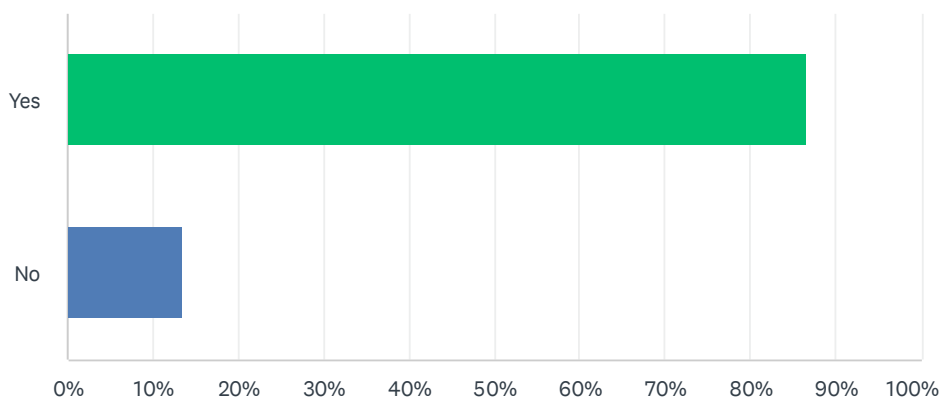
Answered: 36 Skipped: 4



ANSWER CHOICES	RESPONSES	
Morning	61.11%	22
Afternoon	38.89%	14
Evening	2.78%	1
All	22.22%	8
Total Respondents: 36		

Q16 Are you supported and assisted to attend programs?

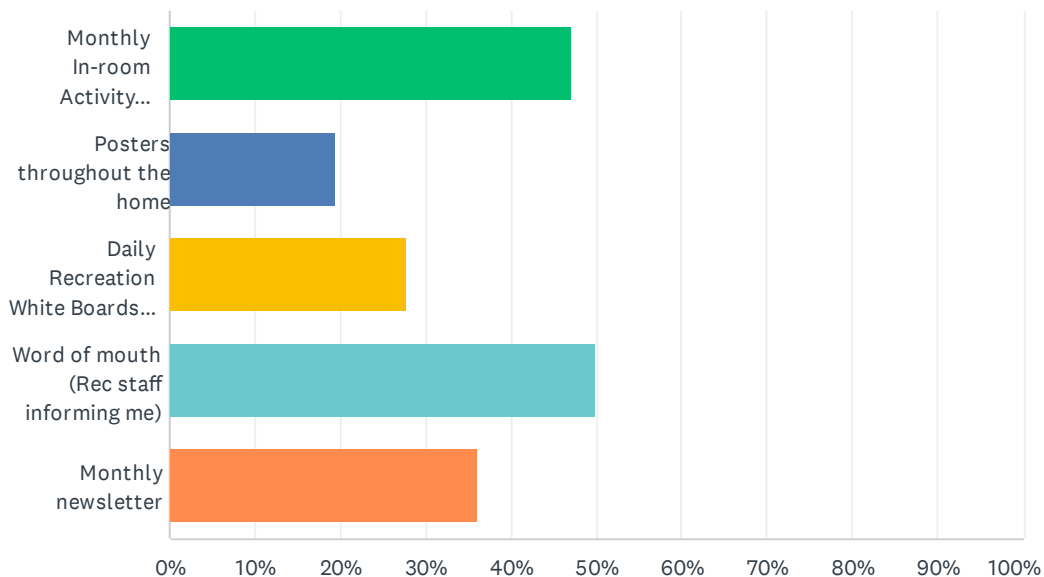
Answered: 37 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	86.49%	32
No	13.51%	5
TOTAL		37

Q18 What do you feel is the best way for us to communicate the programs and activities happening each day?

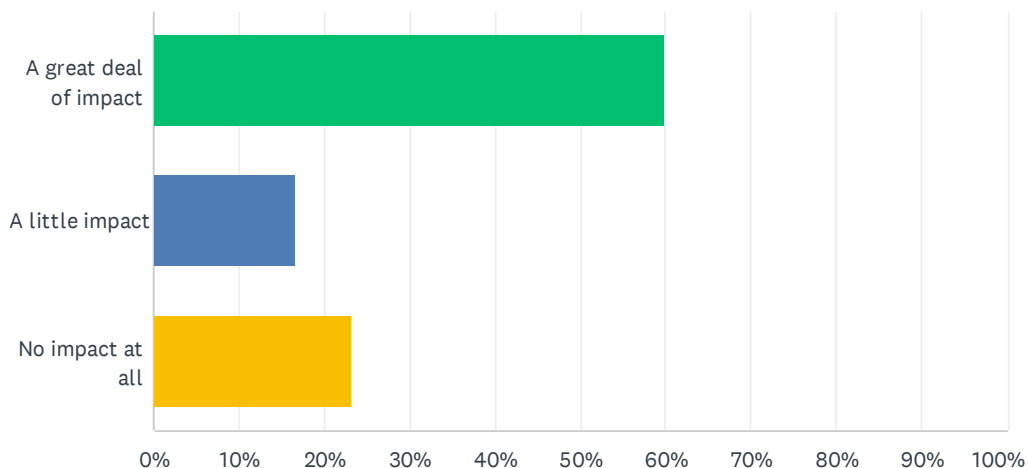
Answered: 36 Skipped: 4



ANSWER CHOICES	RESPONSES	
Monthly In-room Activity Calendars	47.22%	17
Posters throughout the home	19.44%	7
Daily Recreation White Boards in common areas	27.78%	10
Word of mouth (Rec staff informing me)	50.00%	18
Monthly newsletter	36.11%	13
Total Respondents: 36		

Q19 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?

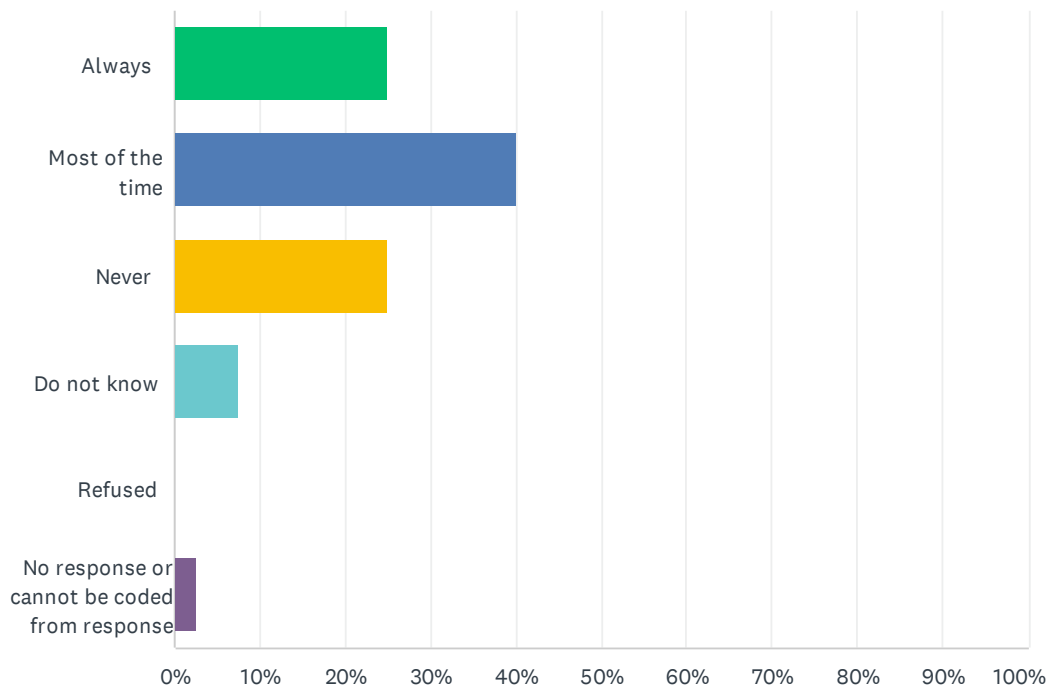
Answered: 30 Skipped: 10



ANSWER CHOICES	RESPONSES	
A great deal of impact	60.00%	18
A little impact	16.67%	5
No impact at all	23.33%	7
TOTAL		30

Q21 Do you feel there are a variety of food choices to choose from on the menu?

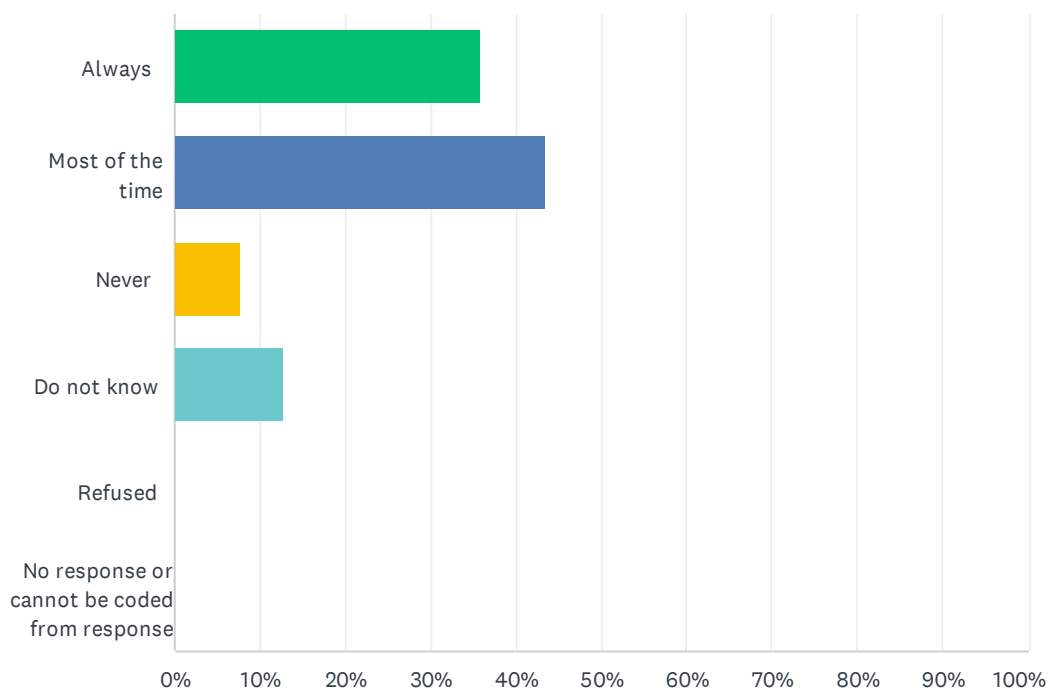
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	25.00%	10
Most of the time	40.00%	16
Never	25.00%	10
Do not know	7.50%	3
Refused	0.00%	0
No response or cannot be coded from response	2.50%	1
TOTAL		40

Q22 When you ask for your menu choice, it is available?

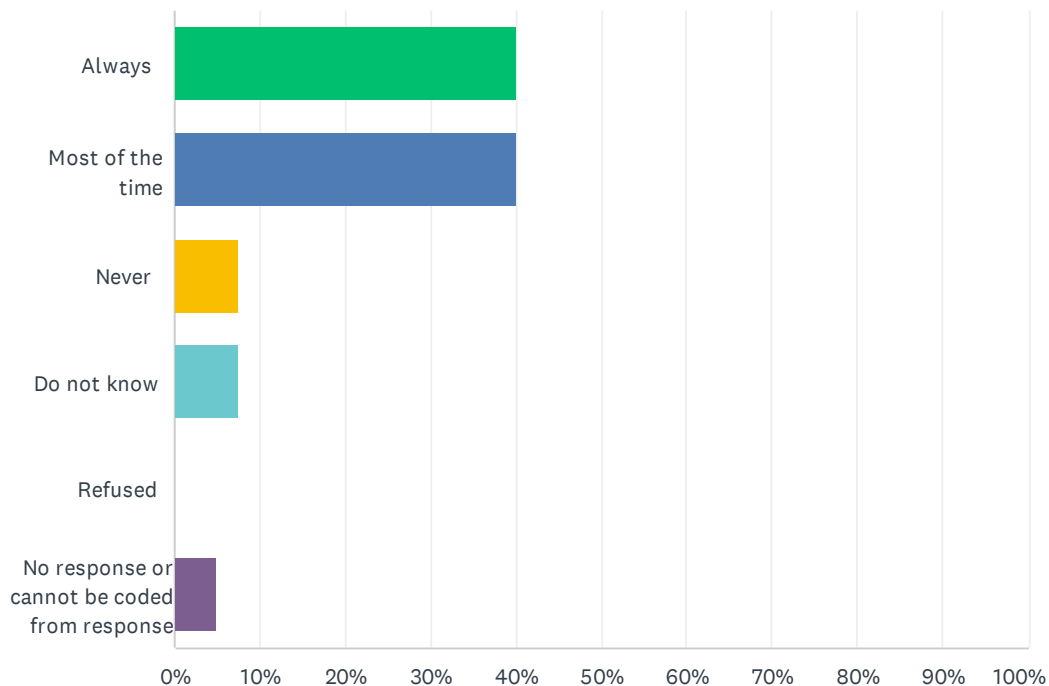
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	35.90%	14
Most of the time	43.59%	17
Never	7.69%	3
Do not know	12.82%	5
Refused	0.00%	0
No response or cannot be coded from response	0.00%	0
TOTAL		39

Q23 Are you are offered a choice of snacks in the morning, afternoon and evening (3 snacks daily) ?

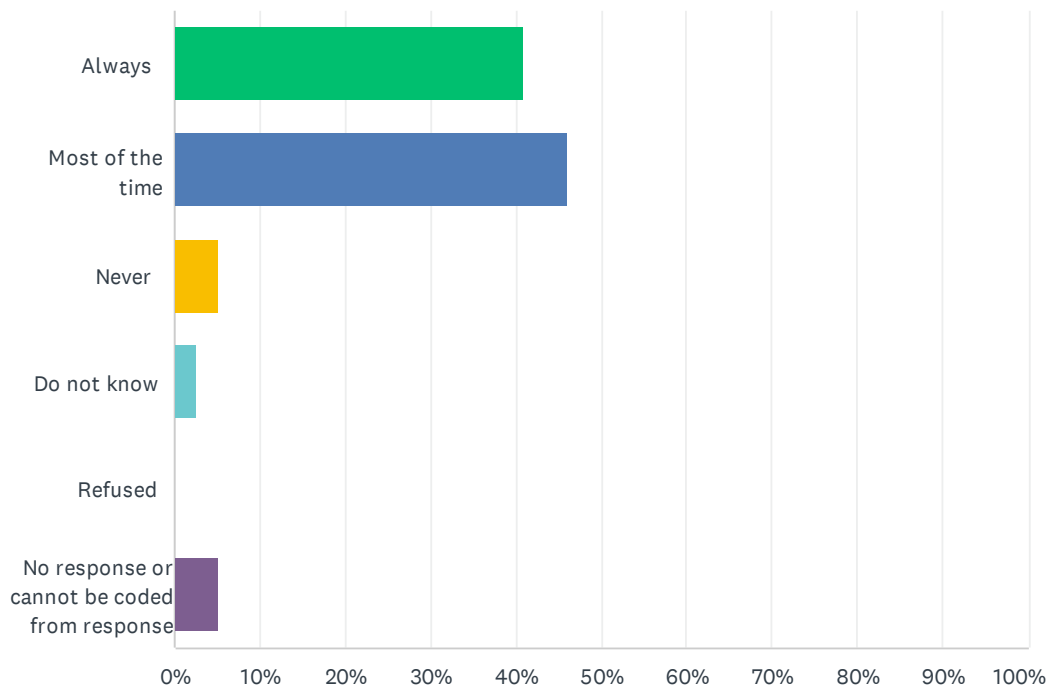
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	40.00%	16
Most of the time	40.00%	16
Never	7.50%	3
Do not know	7.50%	3
Refused	0.00%	0
No response or cannot be coded from response	5.00%	2
TOTAL		40

Q24 Food and drinks are served at the right temperature for your enjoyment.

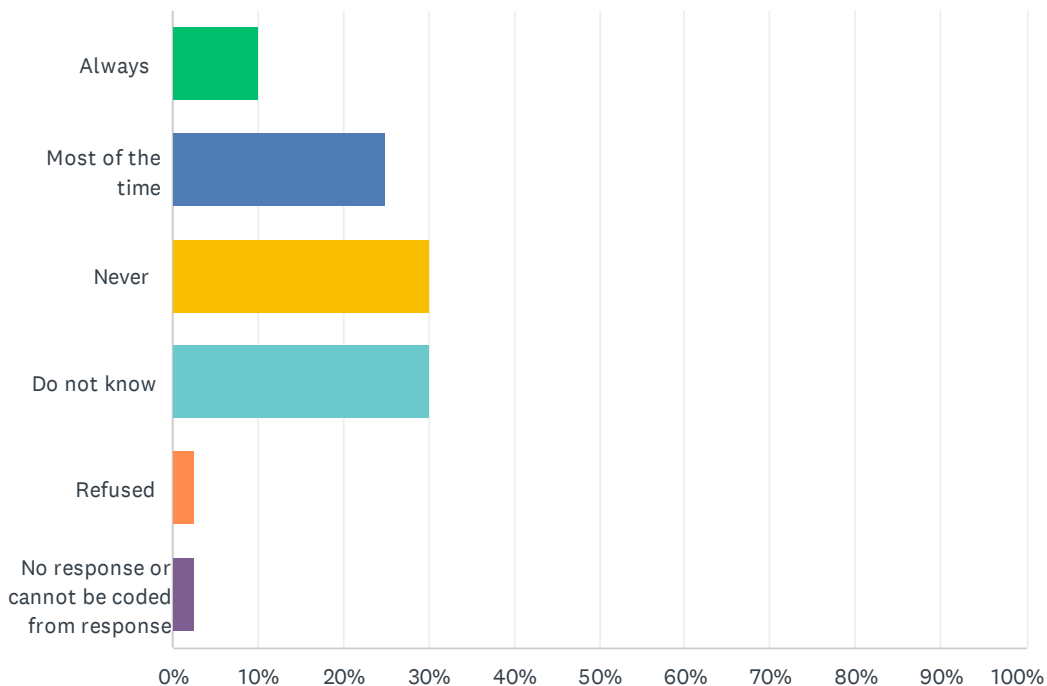
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	41.03%	16
Most of the time	46.15%	18
Never	5.13%	2
Do not know	2.56%	1
Refused	0.00%	0
No response or cannot be coded from response	5.13%	2
TOTAL		39

Q25 Are you given the opportunity to provide input to the development of the menu to include your preferences? (Ex: Resident Council Meetings).

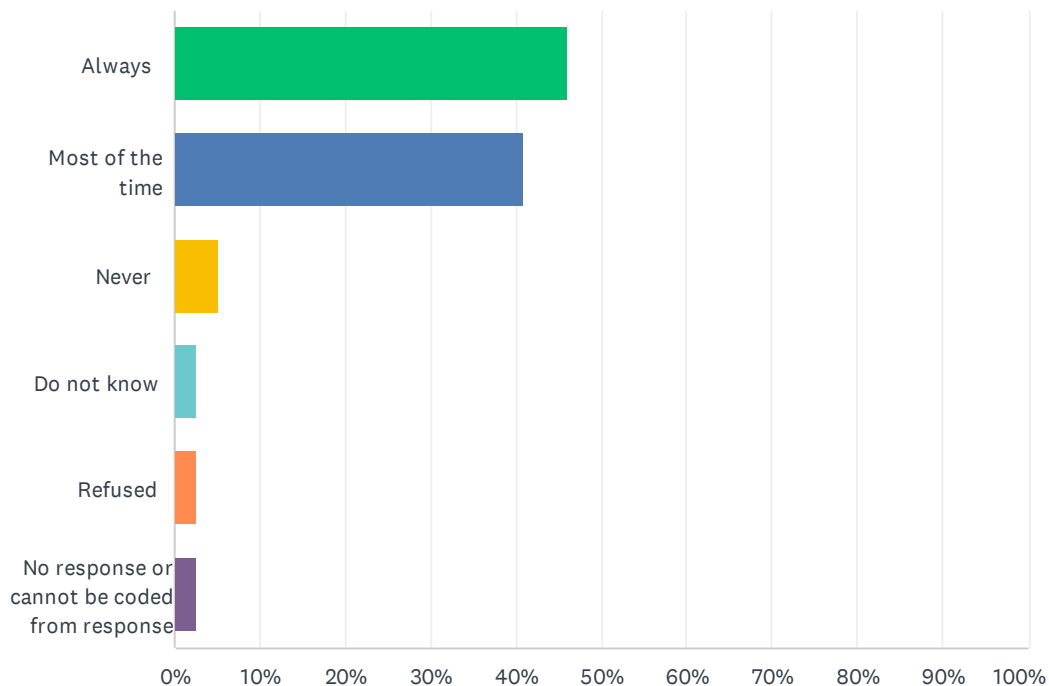
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	10.00%	4
Most of the time	25.00%	10
Never	30.00%	12
Do not know	30.00%	12
Refused	2.50%	1
No response or cannot be coded from response	2.50%	1
TOTAL		40

Q27 Do staff address you in the way you prefer such as by your preferred name, gender and or identity?

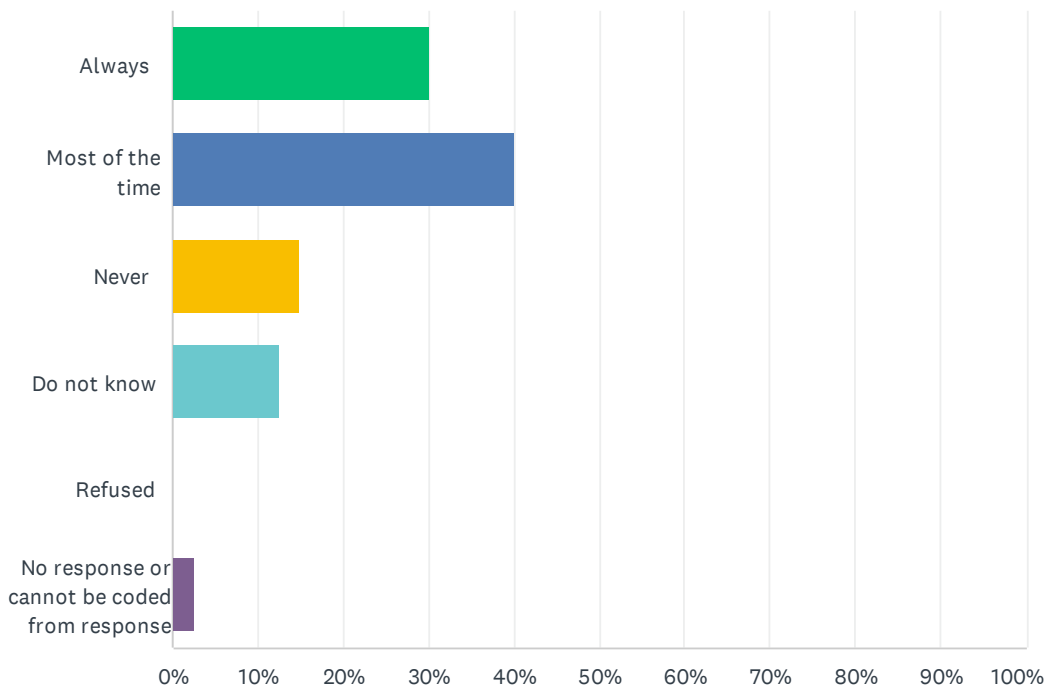
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	46.15%	18
Most of the time	41.03%	16
Never	5.13%	2
Do not know	2.56%	1
Refused	2.56%	1
No response or cannot be coded from response	2.56%	1
TOTAL		39

Q28 Staff get your consent and inform you what they are going to do as part of your personal care before they do it.

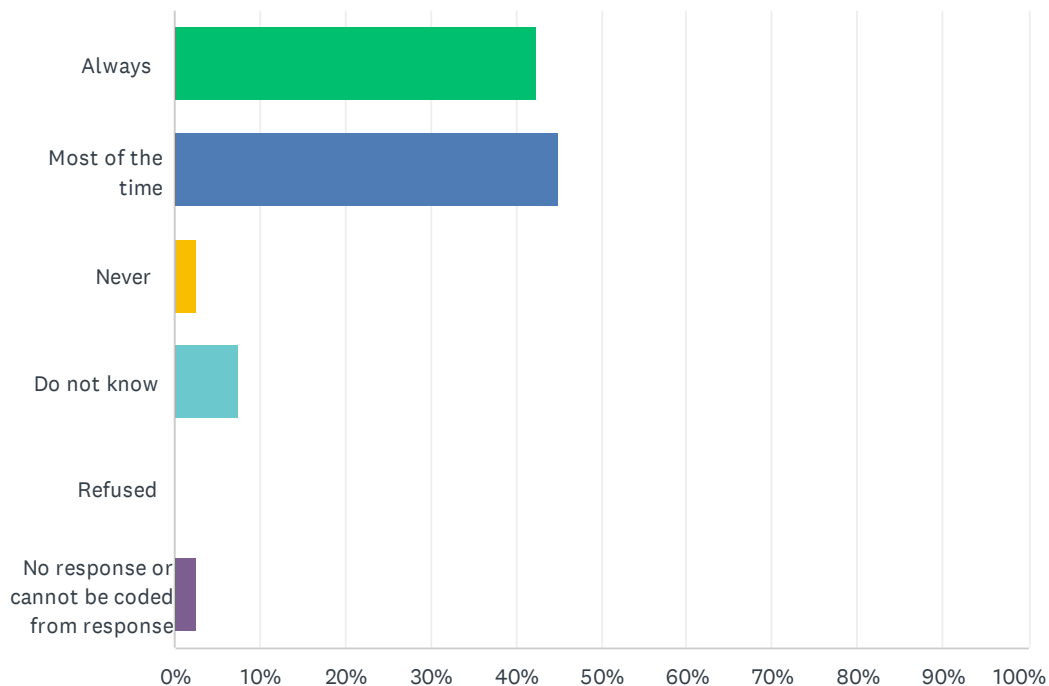
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	30.00%	12
Most of the time	40.00%	16
Never	15.00%	6
Do not know	12.50%	5
Refused	0.00%	0
No response or cannot be coded from response	2.50%	1
TOTAL		40

Q29 You feel that your privacy is respected (For example, your door and curtains are closed when you receive care or treatment if applicable).

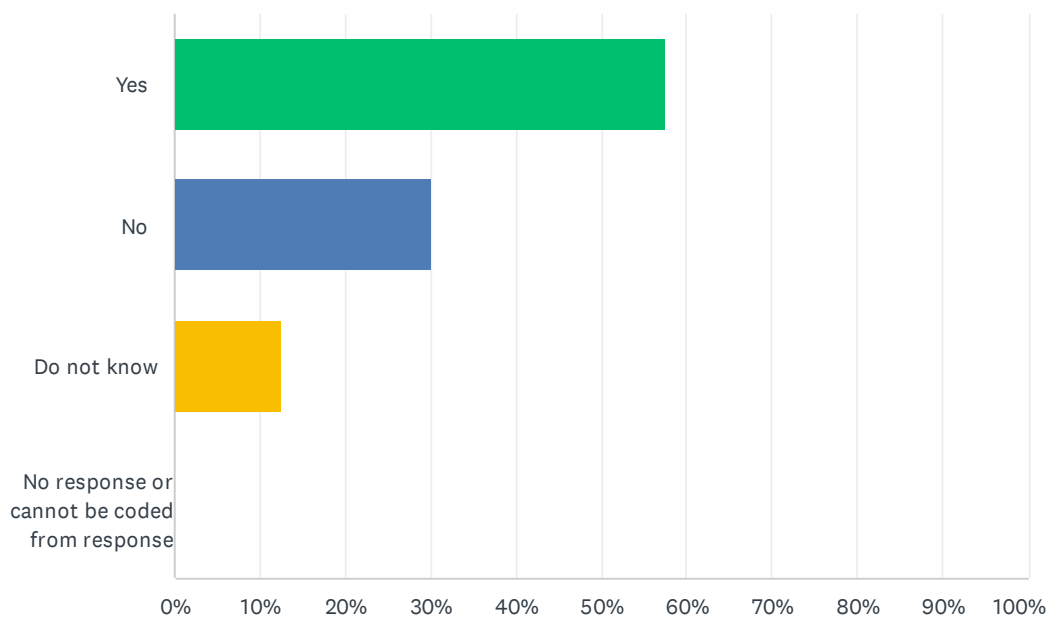
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	42.50%	17
Most of the time	45.00%	18
Never	2.50%	1
Do not know	7.50%	3
Refused	0.00%	0
No response or cannot be coded from response	2.50%	1
TOTAL		40

Q30 Are you aware of the Resident Council?

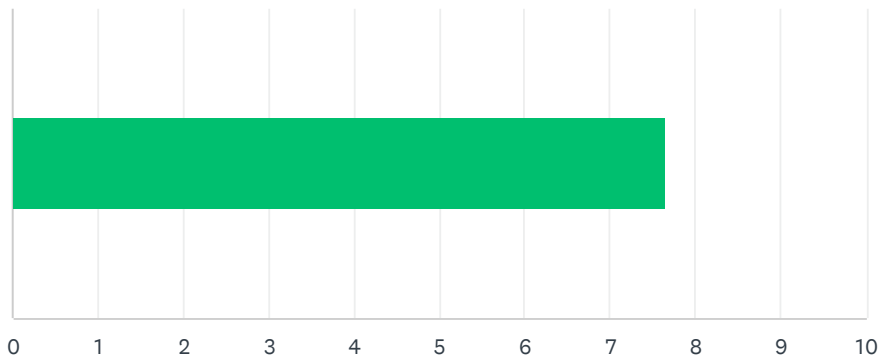
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.50%	23
No	30.00%	12
Do not know	12.50%	5
No response or cannot be coded from response	0.00%	0
TOTAL		40

Q31 What number would you use to rate how well staff listen to you on a scale of 0-10. (10= they listen)

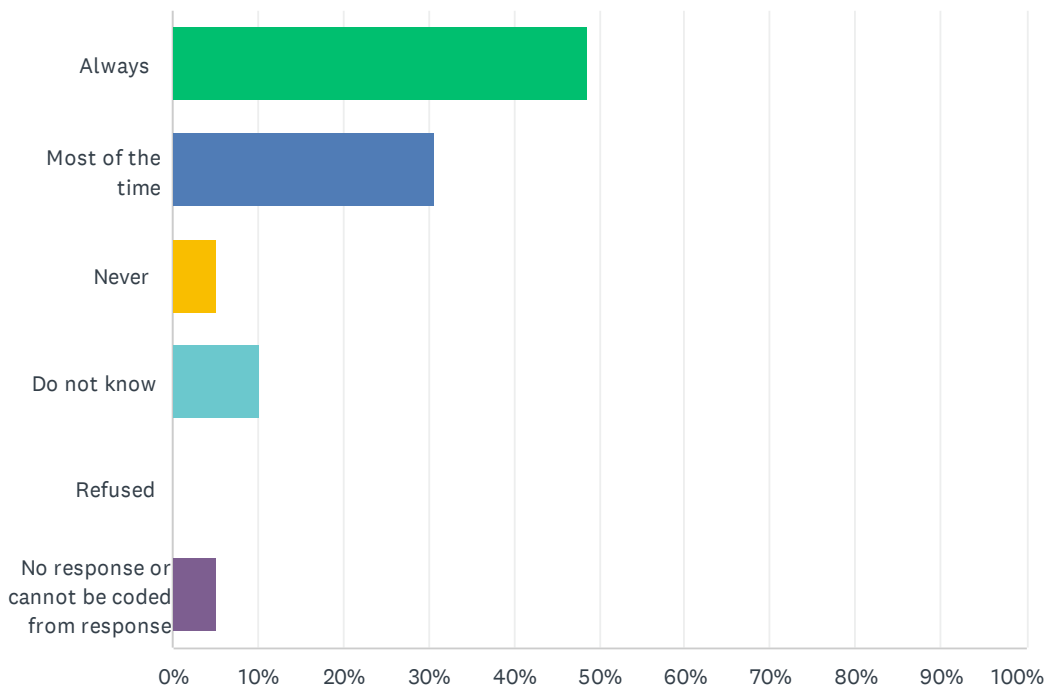
Answered: 40 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	8	306	40
Total Respondents: 40			

Q32 Are you supported in pursuing your personal values and beliefs? (For example your spiritual and or cultural beliefs).

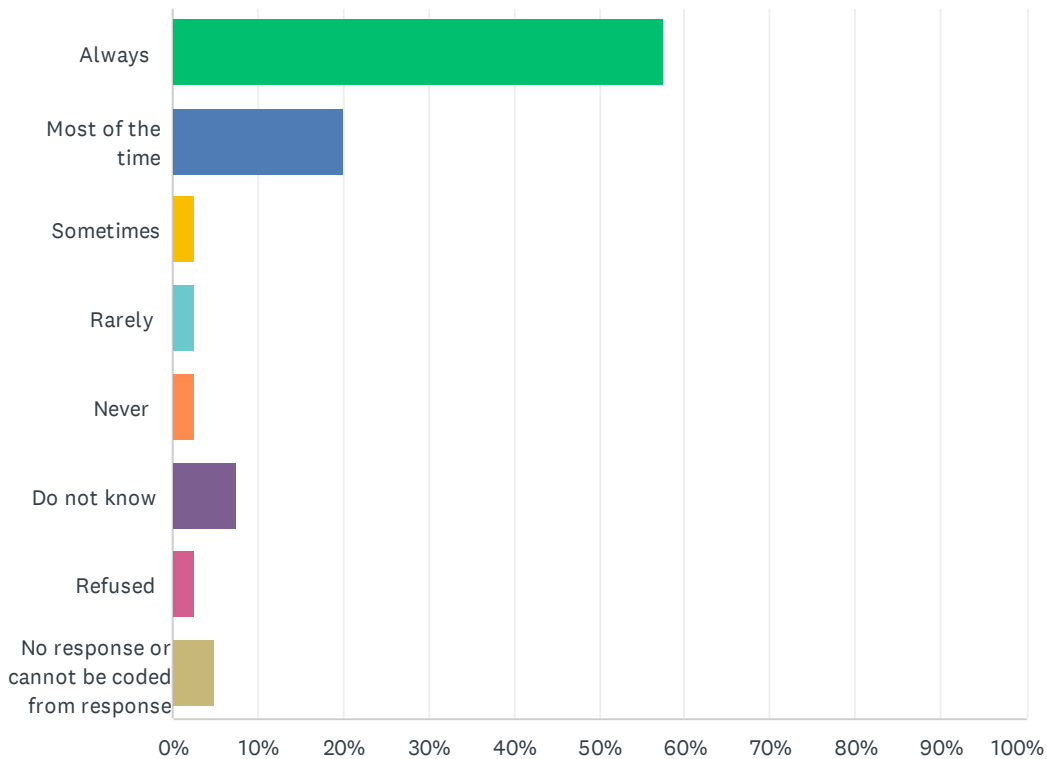
Answered: 39 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	48.72%	19
Most of the time	30.77%	12
Never	5.13%	2
Do not know	10.26%	4
Refused	0.00%	0
No response or cannot be coded from response	5.13%	2
TOTAL		39

Q33 Do you feel you can express your opinion without fear of consequences?

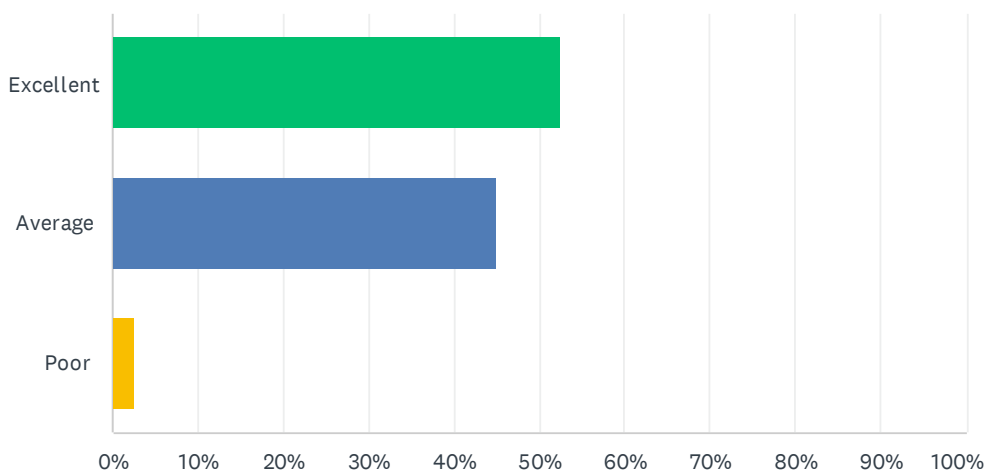
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	57.50%	23
Most of the time	20.00%	8
Sometimes	2.50%	1
Rarely	2.50%	1
Never	2.50%	1
Do not know	7.50%	3
Refused	2.50%	1
No response or cannot be coded from response	5.00%	2
TOTAL		40

Q35 Generally, how do you rate your Long-Term Care experience?

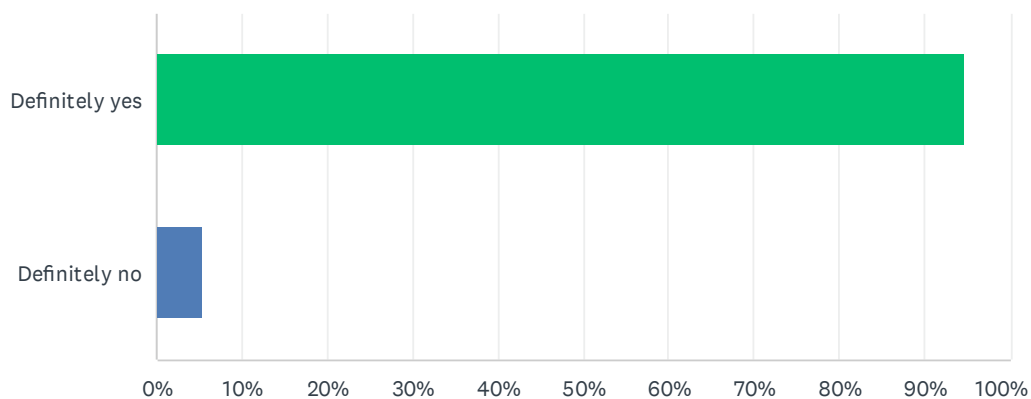
Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	52.50% 21
Average	45.00% 18
Poor	2.50% 1
TOTAL	40

Q36 Would you recommend Maple View Lodge to others?

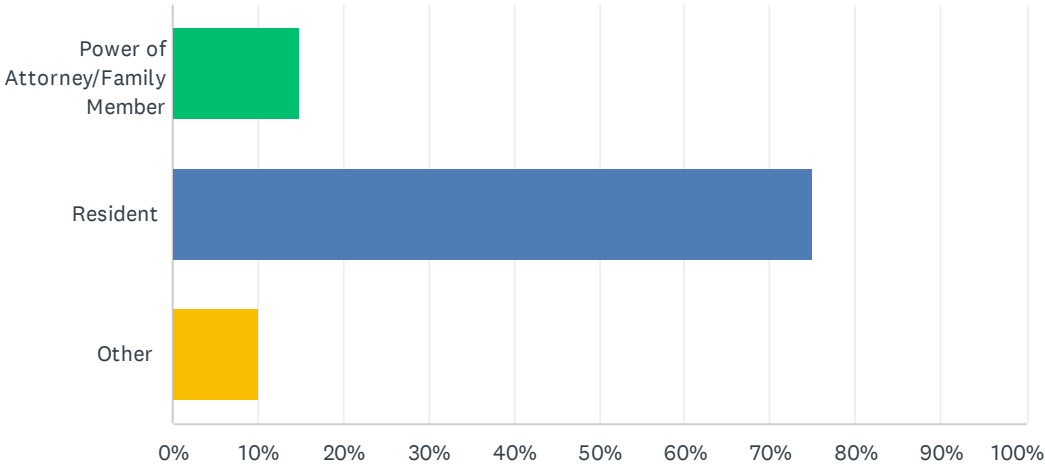
Answered: 38 Skipped: 2



ANSWER CHOICES	RESPONSES	
Definitely yes	94.74%	36
Definitely no	5.26%	2
TOTAL		38

Q38 The survey was completed by:

Answered: 40 Skipped: 0



ANSWER CHOICES	RESPONSES	
Power of Attorney/Family Member	15.00%	6
Resident	75.00%	30
Other	10.00%	4
TOTAL		40