

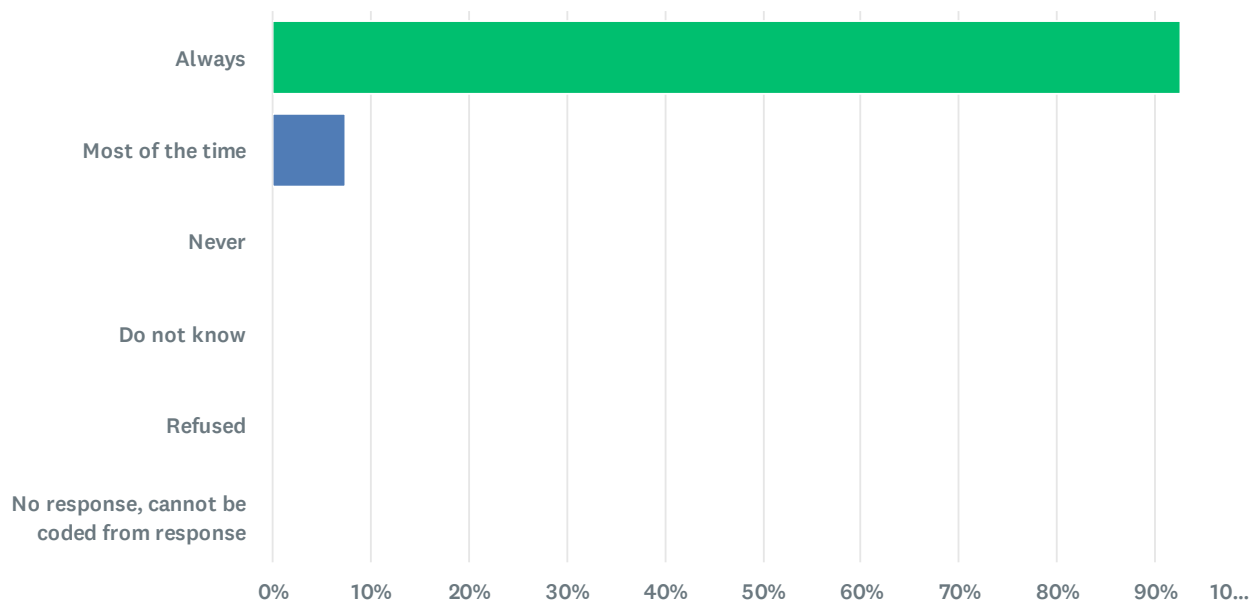


RESIDENT SATISFACTION SURVEY
2026 MAPLE VIEW LODGE

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

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

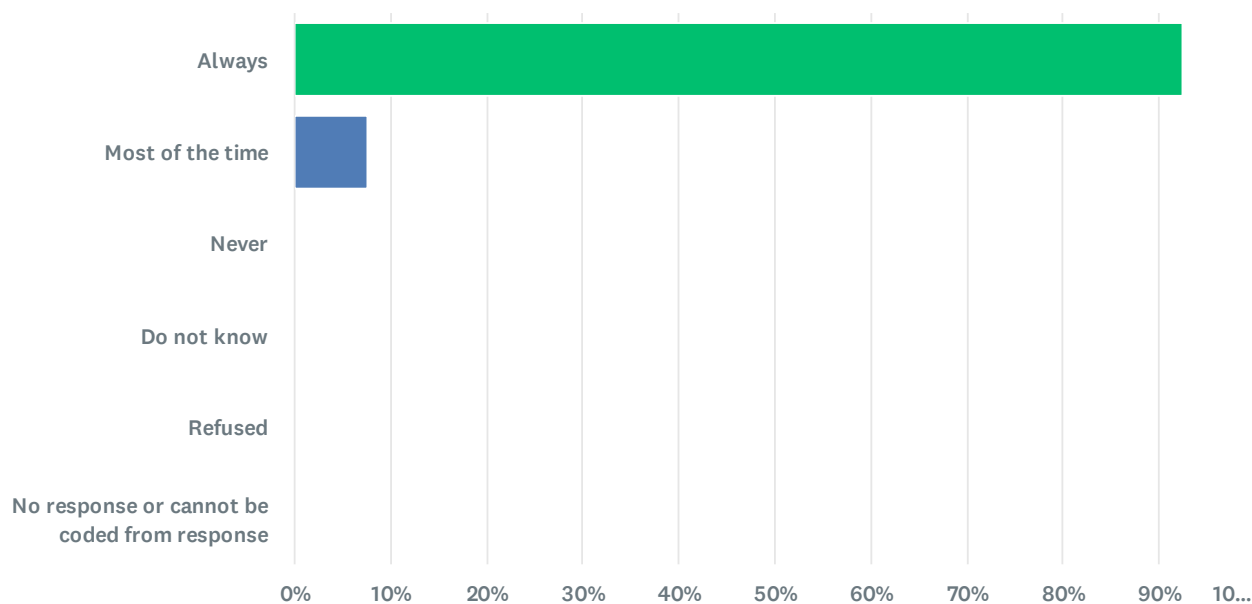
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 92.50% | 37 |
| ● Most of the time | 7.50% | 3 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response, cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q2 You feel safe and secure at Maple View Lodge

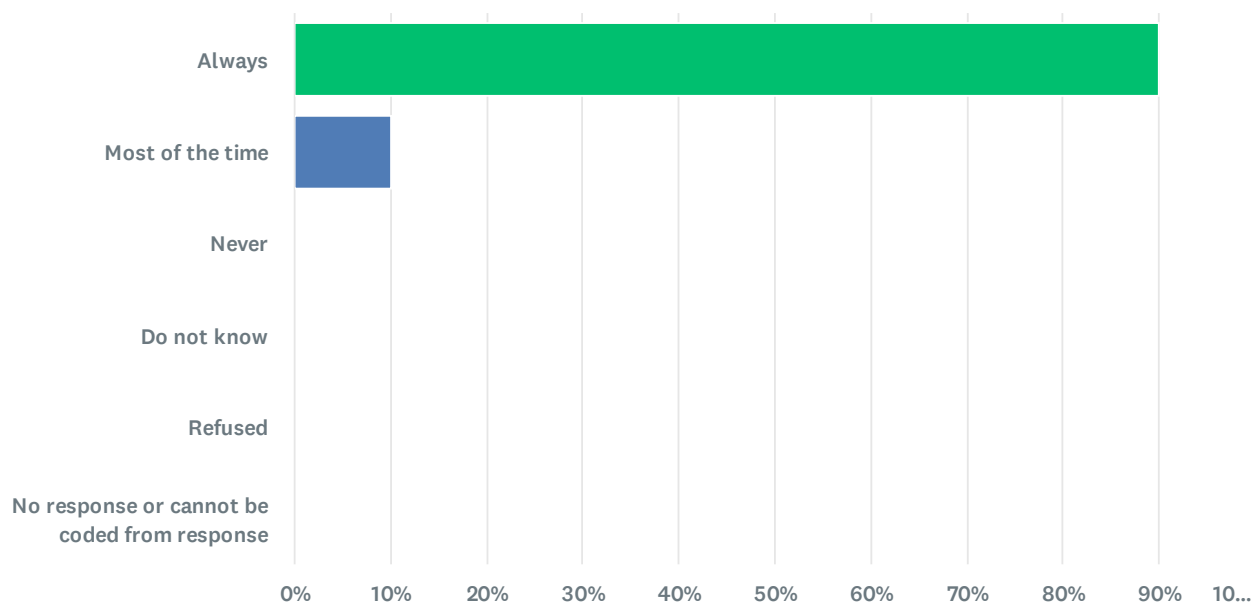
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 92.50% | 37 |
| ● Most of the time | 7.50% | 3 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q3 Odors are kept to a minimum.

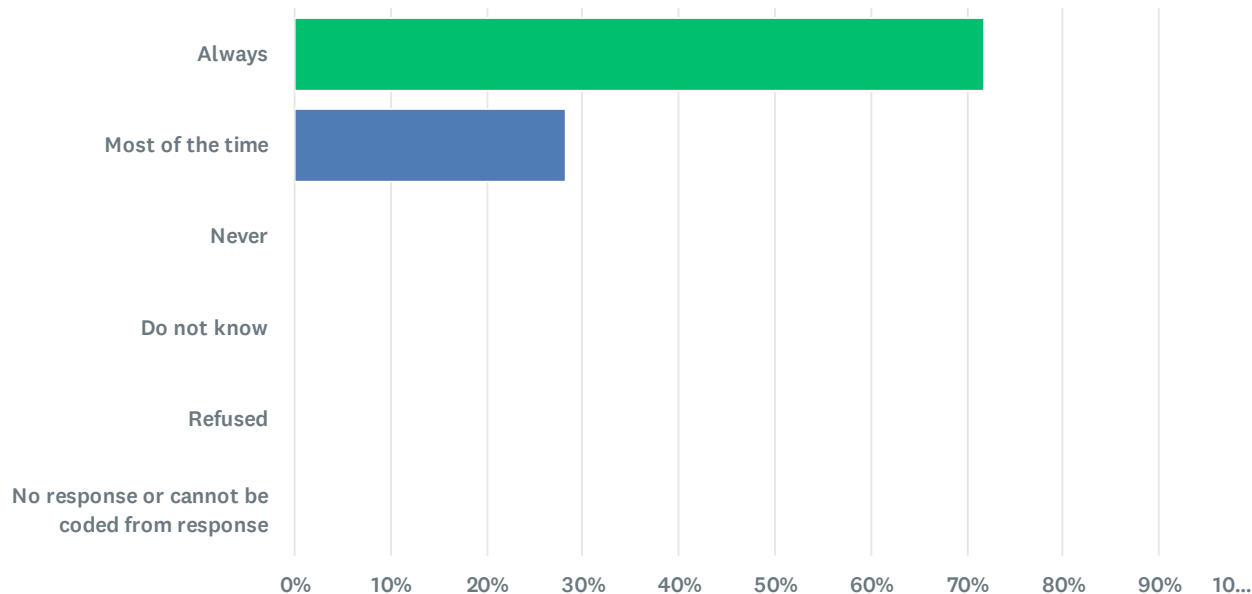
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 90.00% | 36 |
| ● Most of the time | 10.00% | 4 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

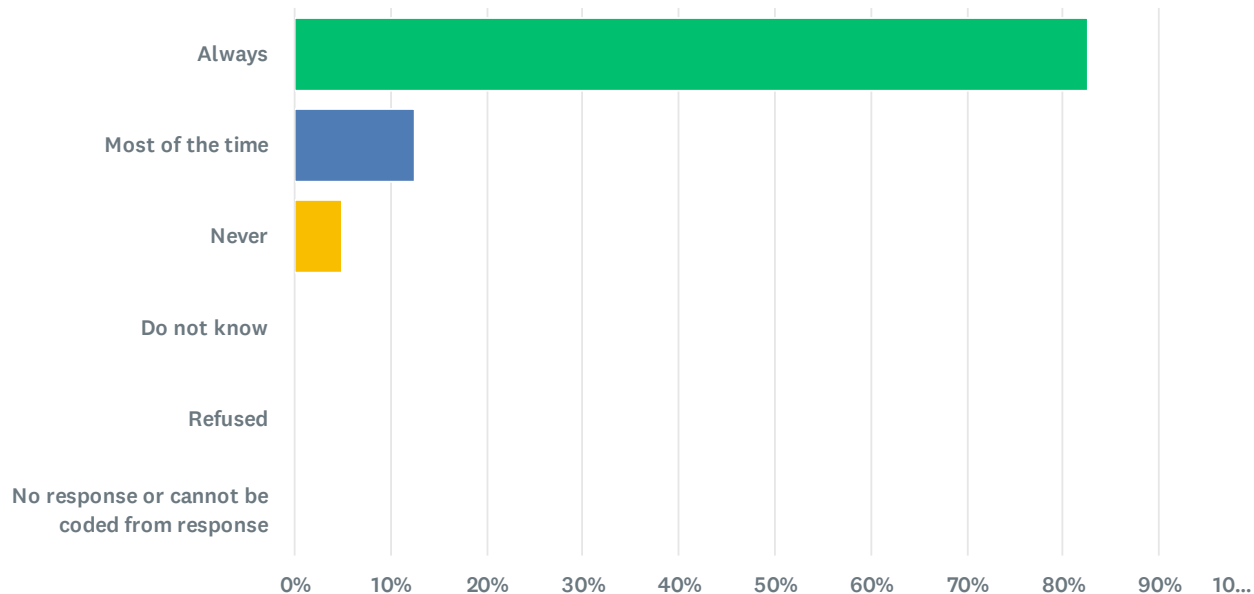
Answered: 39 Skipped: 1



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 71.79% | 28 |
| ● Most of the time | 28.21% | 11 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 39 |

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

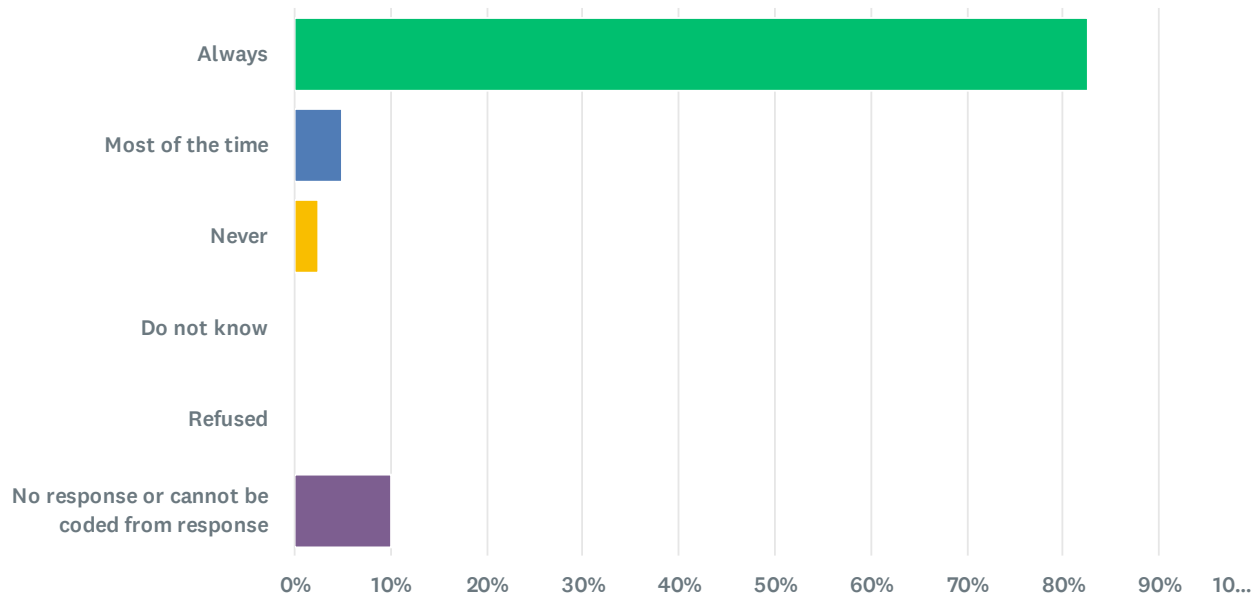
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 82.50% | 33 |
| ● Most of the time | 12.50% | 5 |
| ● Never | 5.00% | 2 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

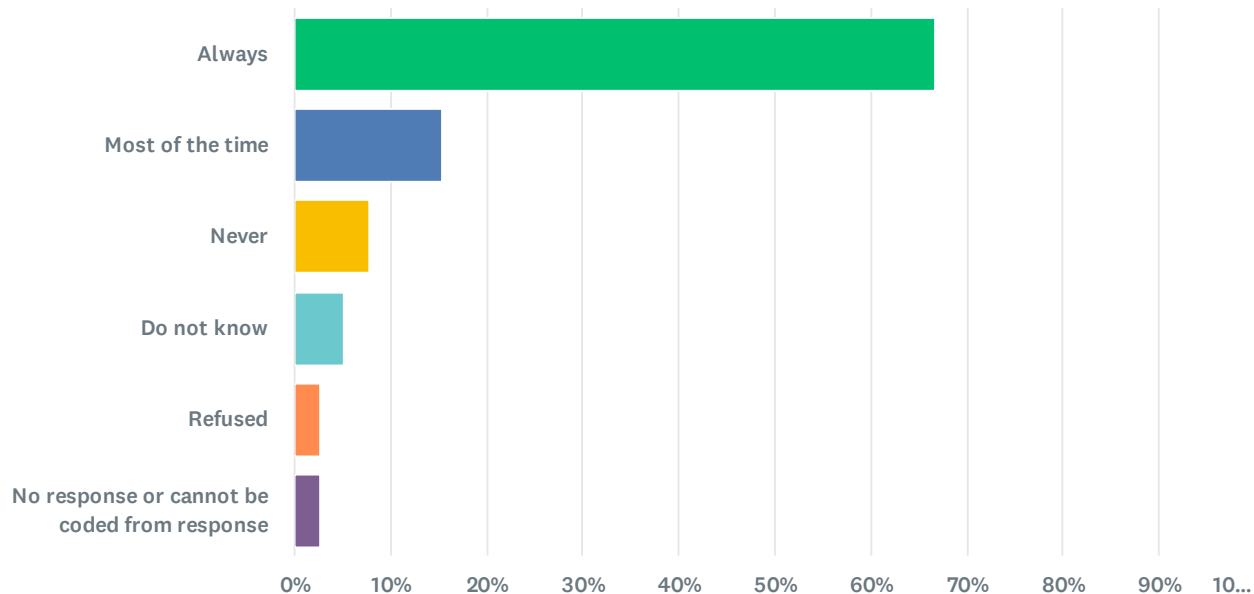
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 82.50% | 33 |
| ● Most of the time | 5.00% | 2 |
| ● Never | 2.50% | 1 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 10.00% | 4 |
| Show comments | | |
| Total | | 40 |

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

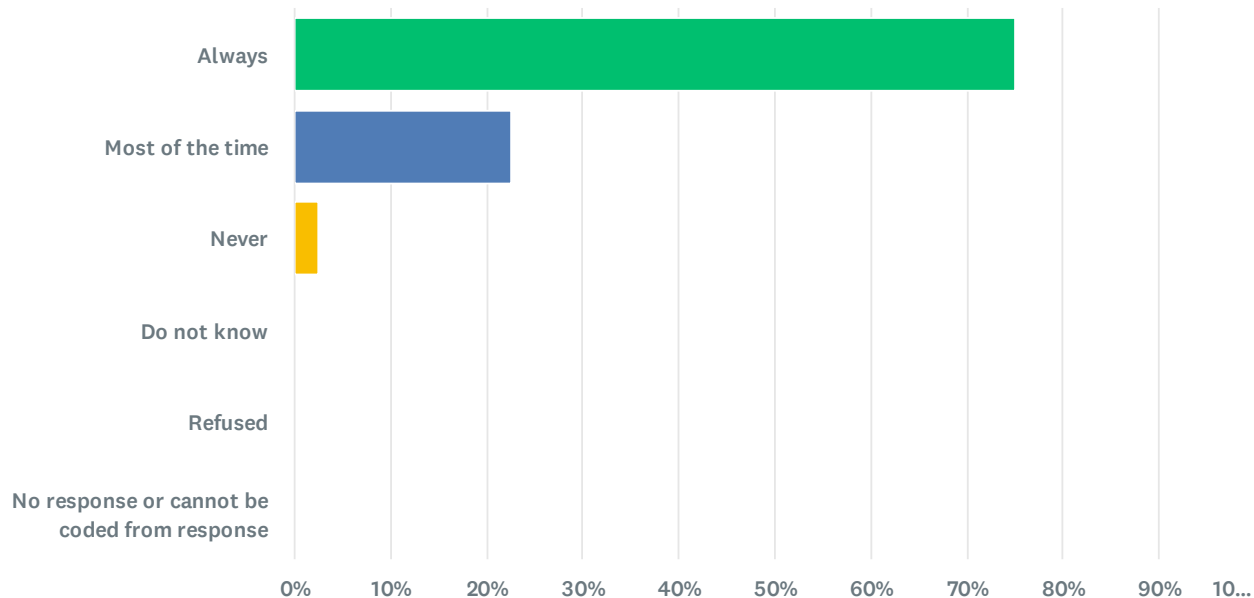
Answered: 39 Skipped: 1



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 66.67% | 26 |
| ● Most of the time | 15.38% | 6 |
| ● Never | 7.69% | 3 |
| ● Do not know | 5.13% | 2 |
| ● Refused | 2.56% | 1 |
| ● No response or cannot be coded from response | 2.56% | 1 |
| Show comments | | |
| Total | | 39 |

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

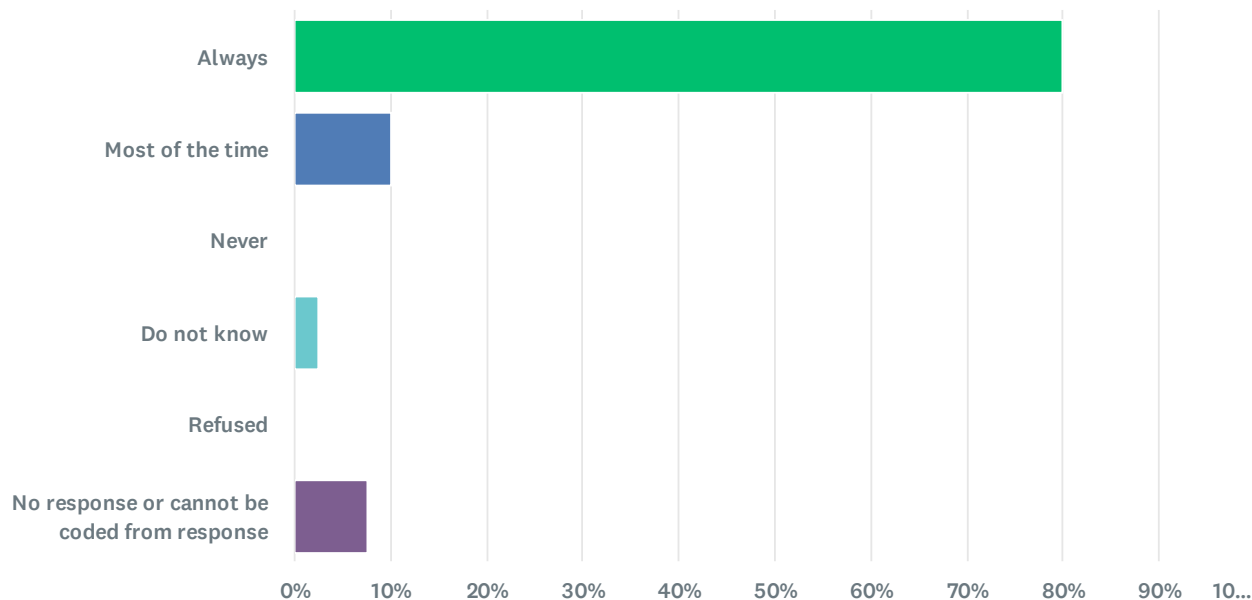
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 75.00% | 30 |
| ● Most of the time | 22.50% | 9 |
| ● Never | 2.50% | 1 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

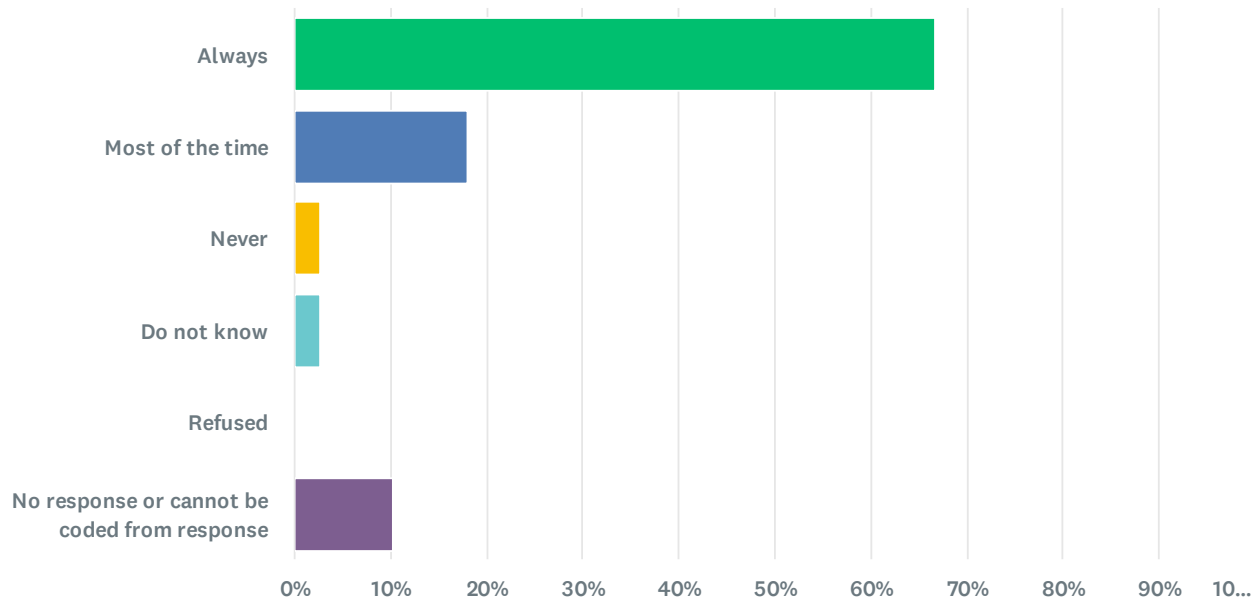
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 80.00% | 32 |
| ● Most of the time | 10.00% | 4 |
| ● Never | 0% | 0 |
| ● Do not know | 2.50% | 1 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 7.50% | 3 |
| Show comments | | |
| Total | | 40 |

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

Answered: 39 Skipped: 1



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 66.67% | 26 |
| ● Most of the time | 17.95% | 7 |
| ● Never | 2.56% | 1 |
| ● Do not know | 2.56% | 1 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 10.26% | 4 |
| Show comments | | |
| Total | | 39 |

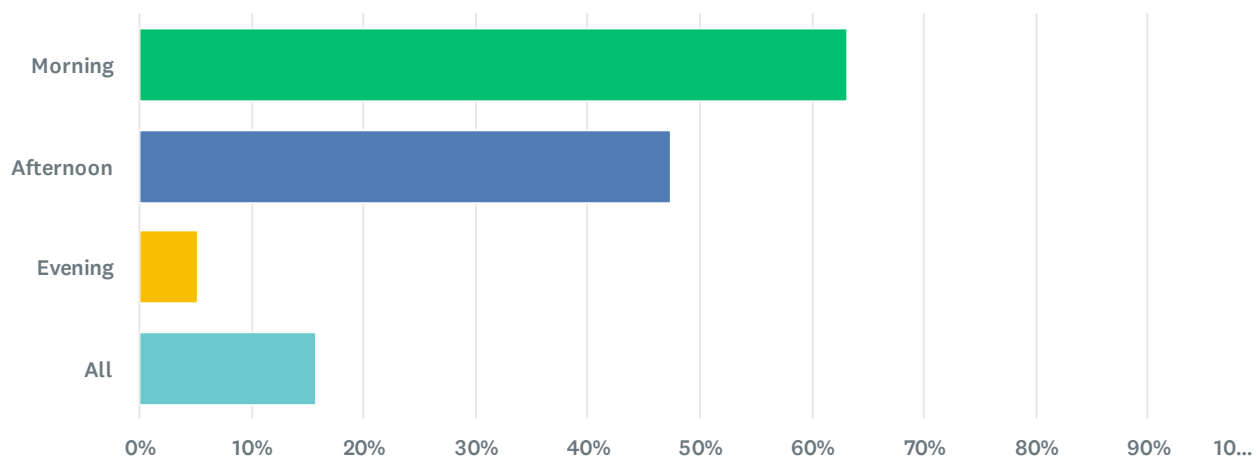
Q13 Please list your favourite programs and Activities.

Answered: 27 Skipped: 13

| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Physical (walking clubs, group exercise, balloon badminton, drum-fit) | 100.00% | 27 |
| Emotional (reminiscing about the past, arts/crafts, 1:1 chats, resident support groups) | 96.30% | 26 |
| Social (Gatherings, socials, special events, teas, resident and family events) | 88.89% | 24 |
| Spiritual (Church, 1:1 Prayers/readings, Bible Study, Yoga, Mindfulness classes/seminars, self-work) | 96.30% | 26 |
| Sensory (Music, textures for touch, bright colours, artwork, gardening) | 96.30% | 26 |
| Intellectual (cards, Museum programs, residents council, trivia) | 92.59% | 25 |
| Vocational (Resident Council role, Folding laundry, setting tables, running the tuck shop) | 88.89% | 24 |

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

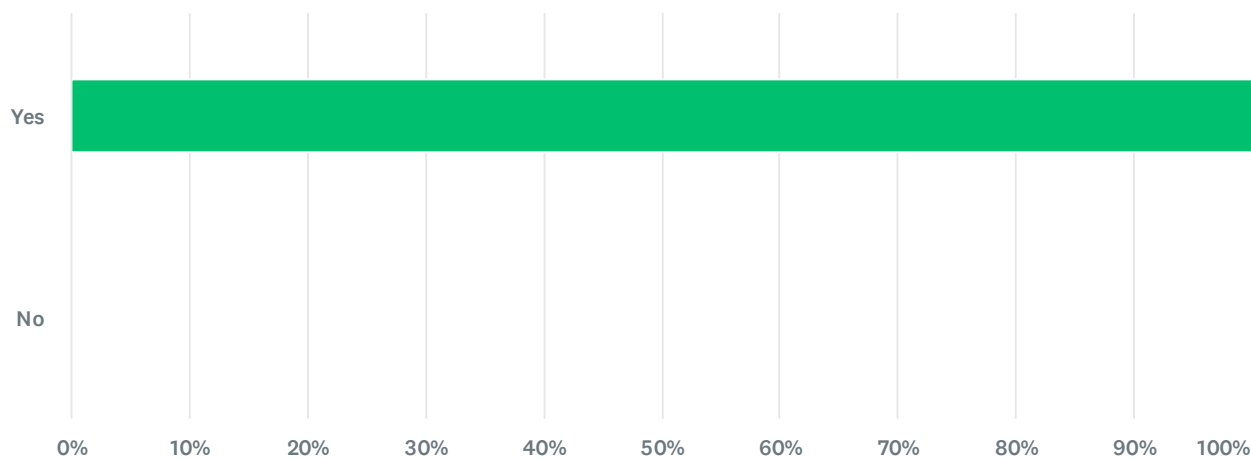
Answered: 38 Skipped: 2



| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| ● Morning | 63.16% | 24 |
| ● Afternoon | 47.37% | 18 |
| ● Evening | 5.26% | 2 |
| ● All | 15.79% | 6 |
| Total | | 50 |

Q16 Are you supported and assisted to attend programs?

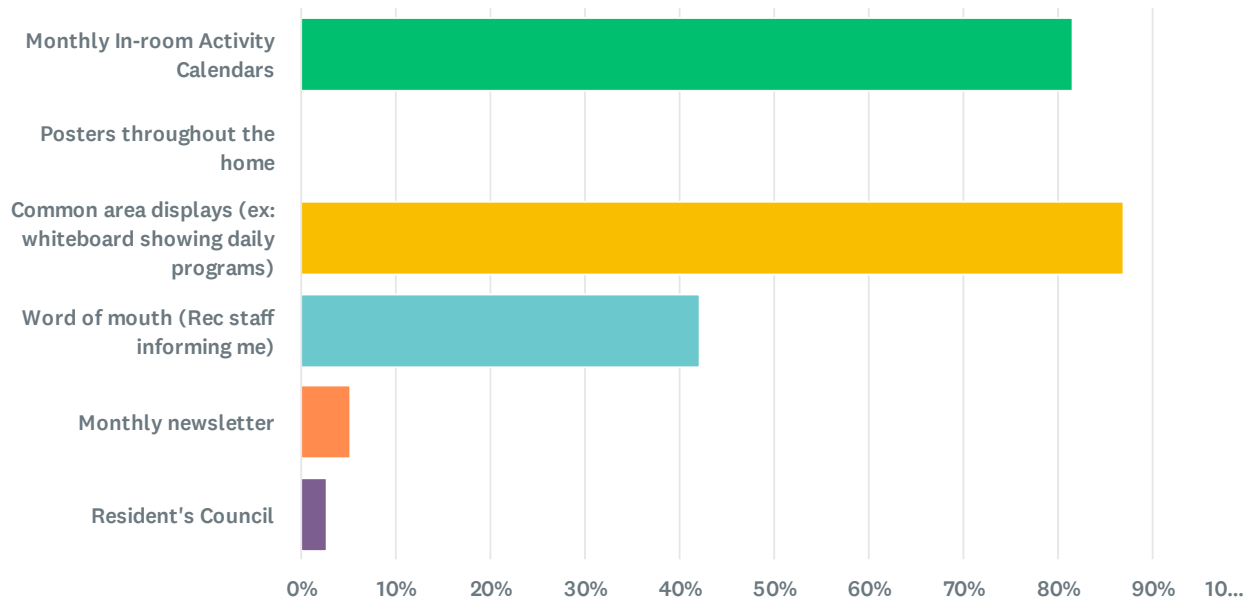
Answered: 38 Skipped: 2



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Yes | 100.00% | 38 |
| ● No | 0% | 0 |
| Show comments | | |
| Total | | 38 |

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

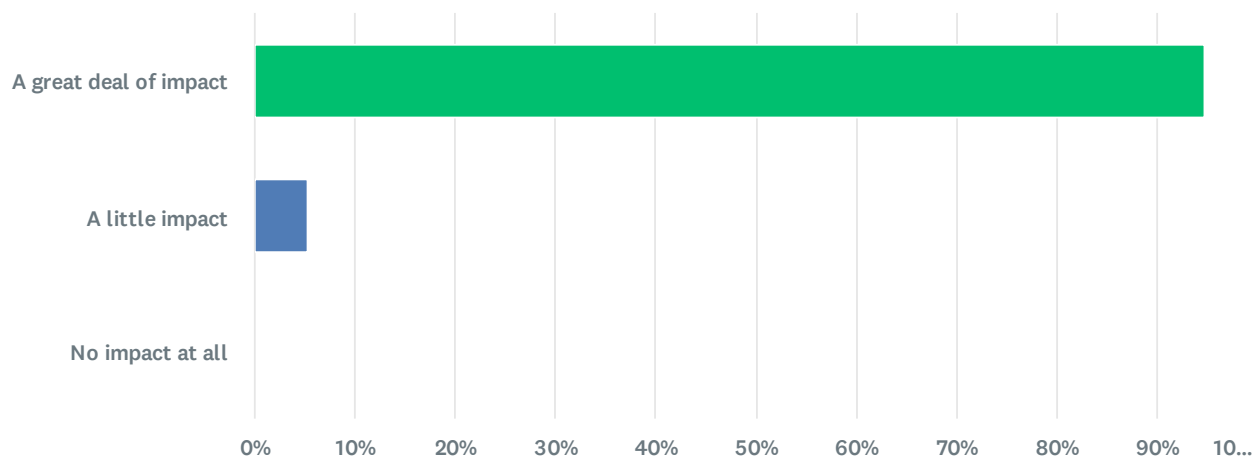
Answered: 38 Skipped: 2



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Monthly In-room Activity Calendars | 81.58% | 31 |
| ● Posters throughout the home | 0% | 0 |
| ● Common area displays (ex: whiteboard showing daily programs) | 86.84% | 33 |
| ● Word of mouth (Rec staff informing me) | 42.11% | 16 |
| ● Monthly newsletter | 5.26% | 2 |
| ● Resident's Council | 2.63% | 1 |
| Total | | 83 |

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?

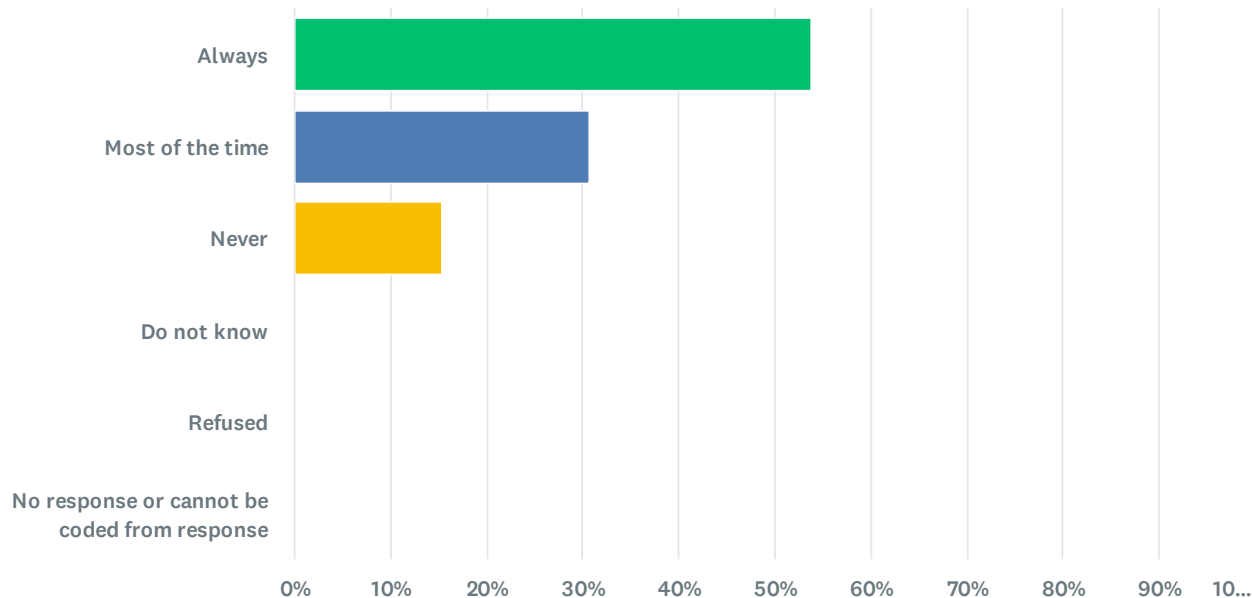
Answered: 38 Skipped: 2



| Answer Choices | Percentage | Responses |
|---|------------|-----------|
| ● A great deal of impact | 94.74% | 36 |
| ● A little impact | 5.26% | 2 |
| ● No impact at all | 0% | 0 |
| Show comments | | |
| Total | | 38 |

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

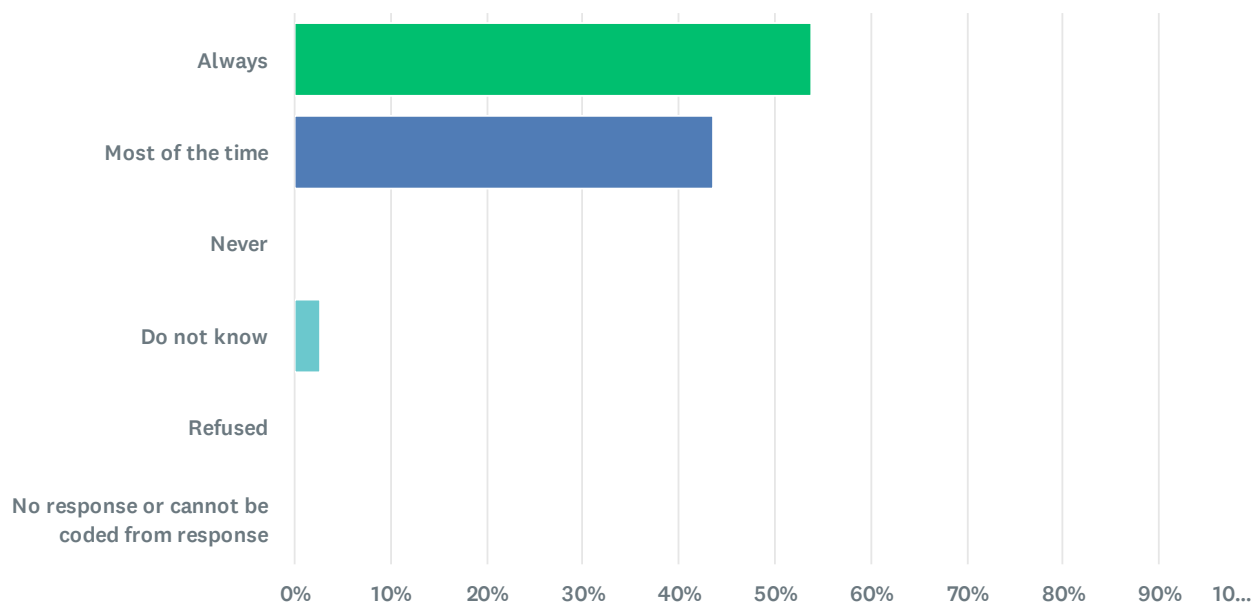
Answered: 39 Skipped: 1



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 53.85% | 21 |
| ● Most of the time | 30.77% | 12 |
| ● Never | 15.38% | 6 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 39 |

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

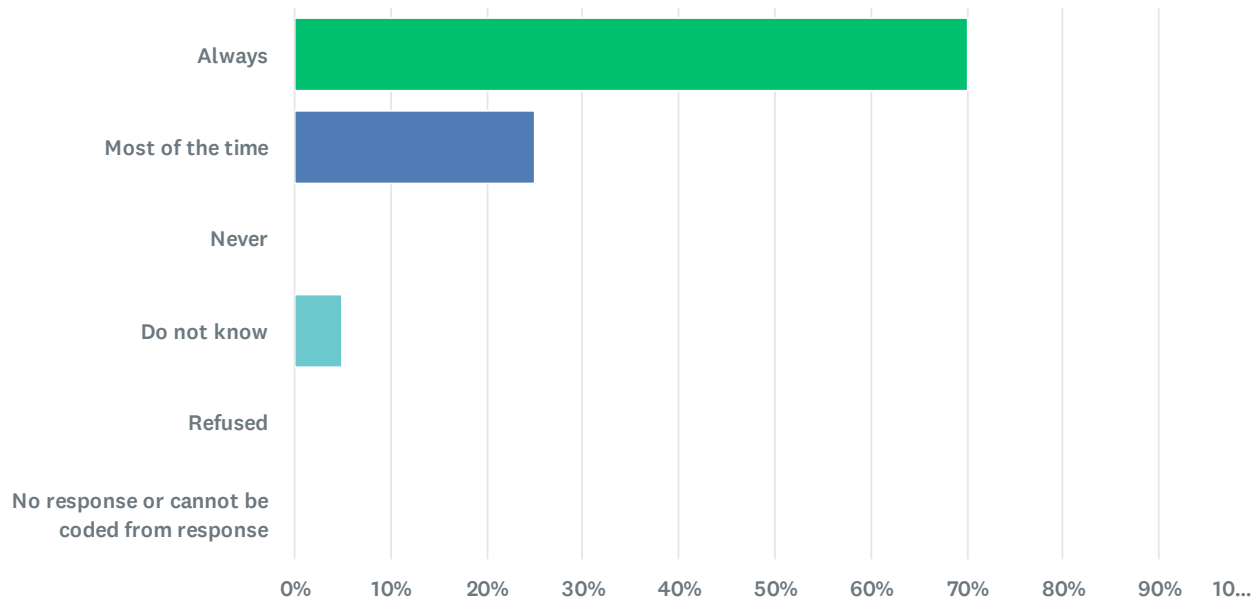
Answered: 39 Skipped: 1



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 53.85% | 21 |
| ● Most of the time | 43.59% | 17 |
| ● Never | 0% | 0 |
| ● Do not know | 2.56% | 1 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 39 |

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

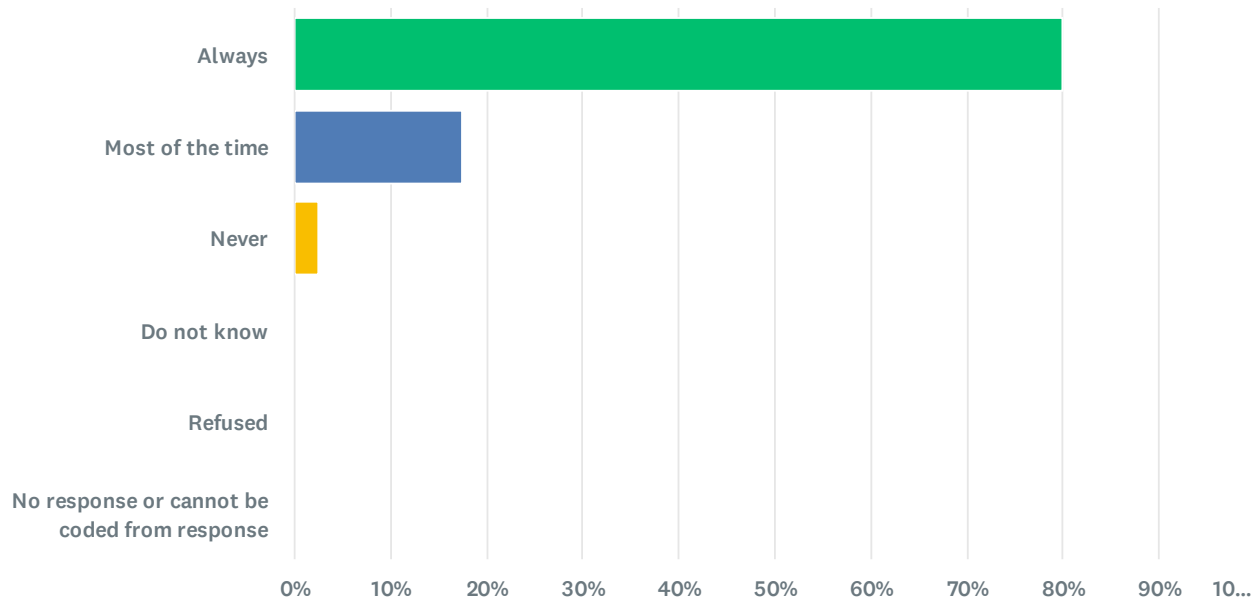
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 70.00% | 28 |
| ● Most of the time | 25.00% | 10 |
| ● Never | 0% | 0 |
| ● Do not know | 5.00% | 2 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

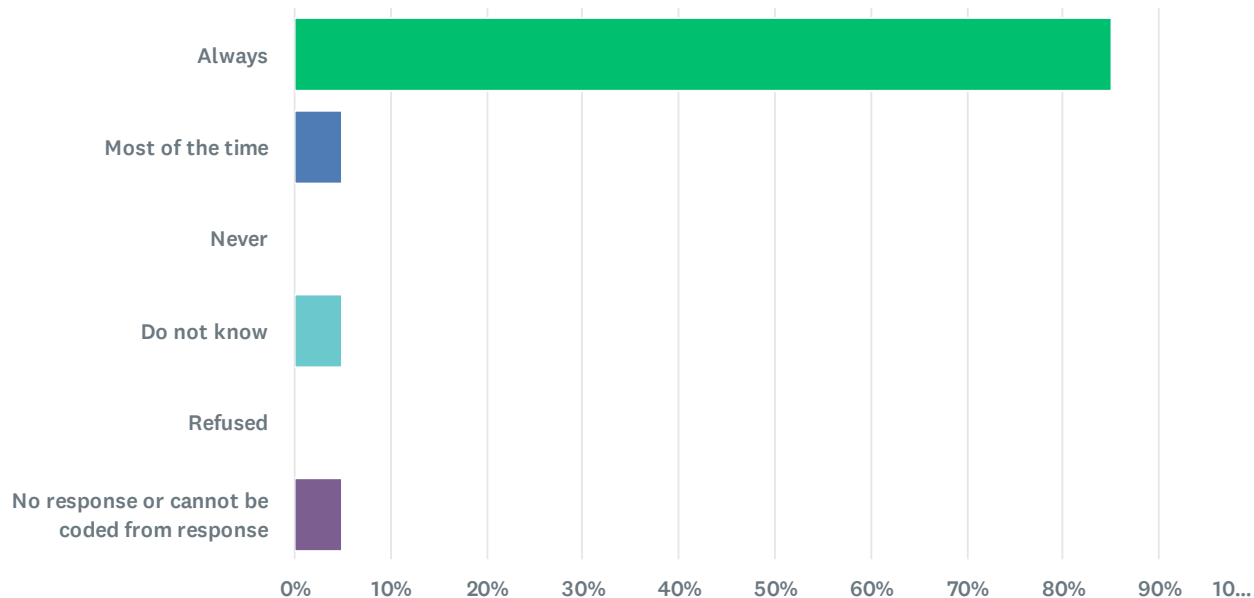
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 80.00% | 32 |
| ● Most of the time | 17.50% | 7 |
| ● Never | 2.50% | 1 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

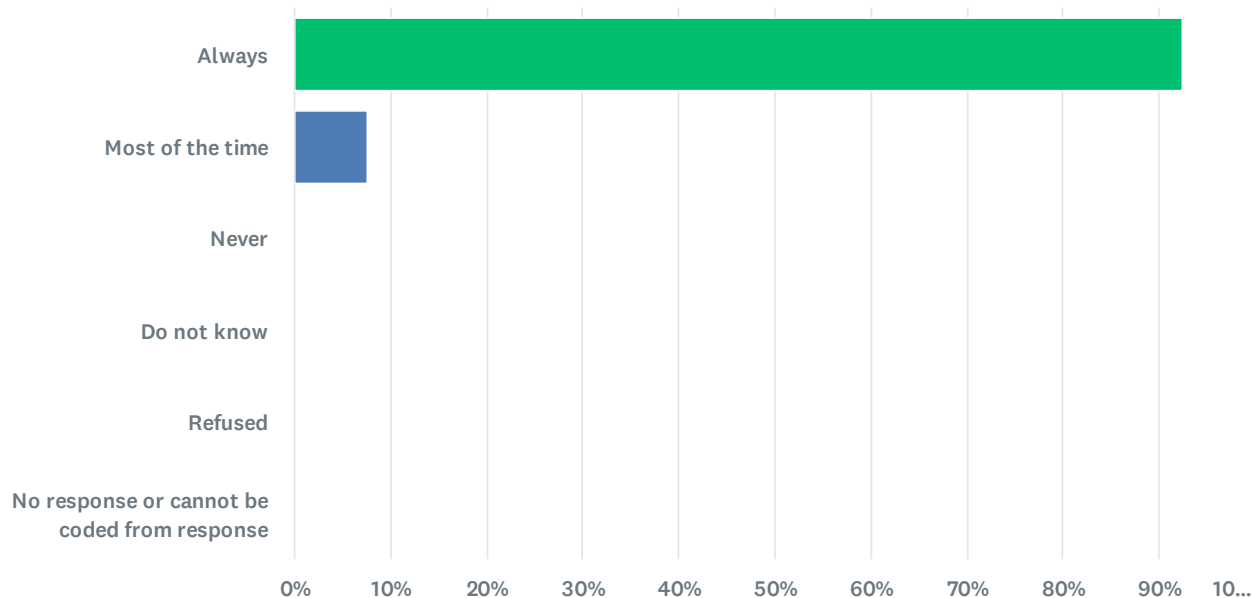
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 85.00% | 34 |
| ● Most of the time | 5.00% | 2 |
| ● Never | 0% | 0 |
| ● Do not know | 5.00% | 2 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 5.00% | 2 |
| Show comments | | |
| Total | | 40 |

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

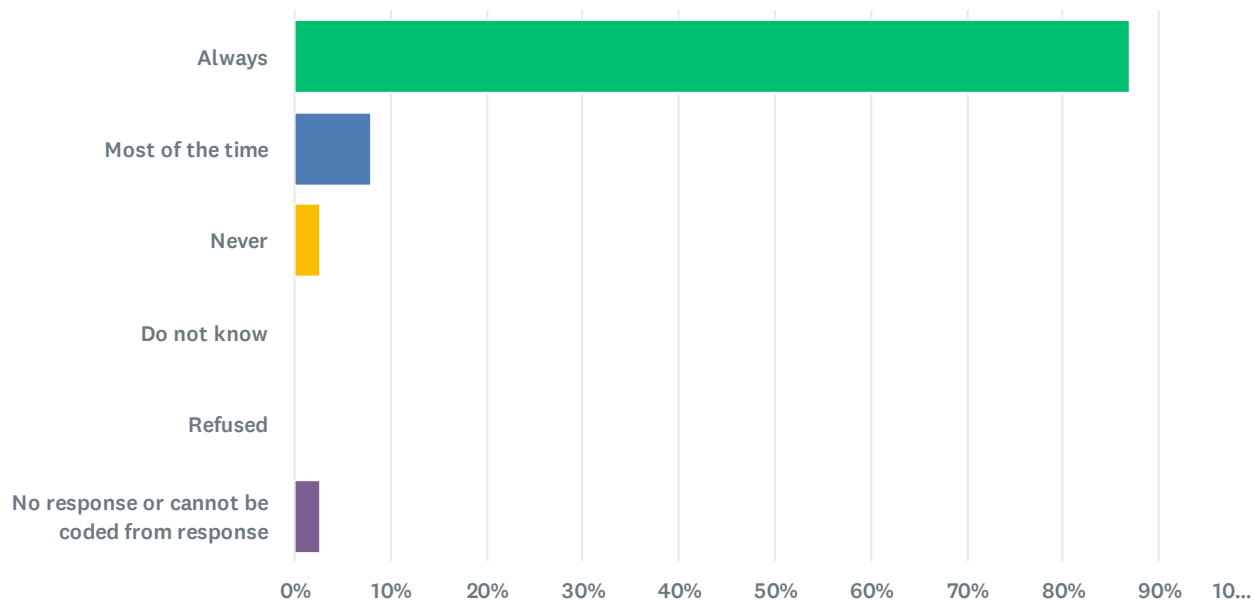
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 92.50% | 37 |
| ● Most of the time | 7.50% | 3 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

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

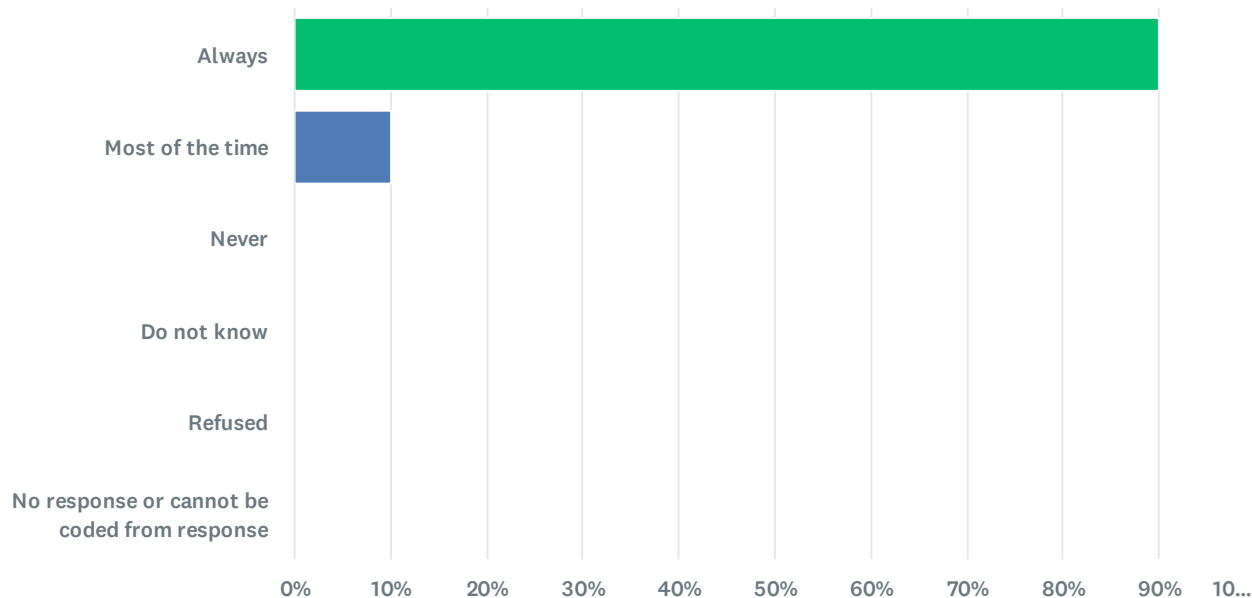
Answered: 38 Skipped: 2



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 86.84% | 33 |
| ● Most of the time | 7.89% | 3 |
| ● Never | 2.63% | 1 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 2.63% | 1 |
| Show comments | | |
| Total | | 38 |

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

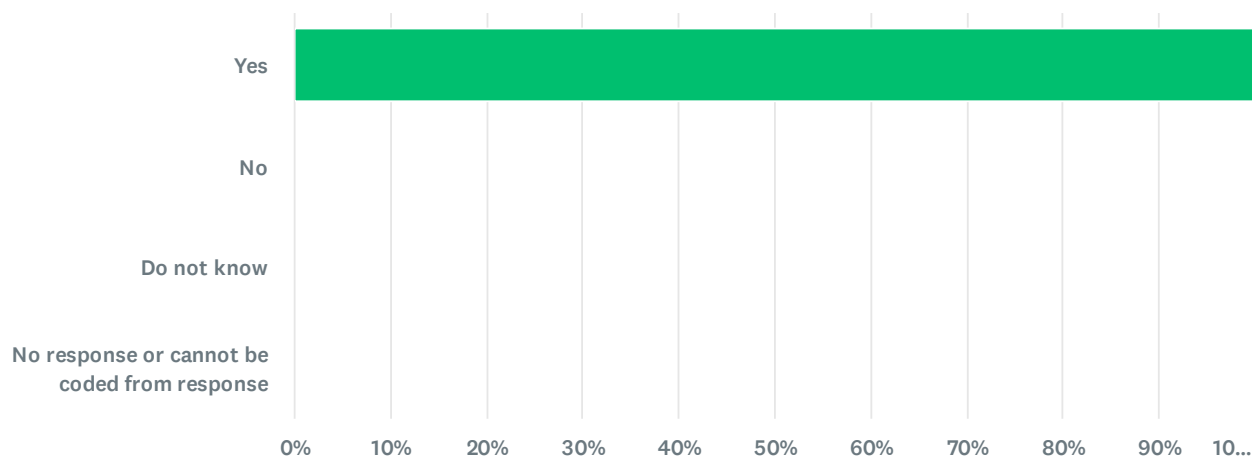
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 90.00% | 36 |
| ● Most of the time | 10.00% | 4 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q30 Are you aware of the Resident Council?

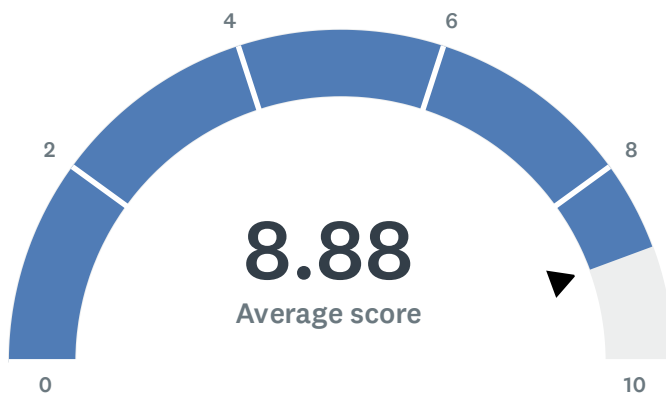
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Yes | 100.00% | 40 |
| ● No | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● No response or cannot be coded from response | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q31 What number would you use to rate how well staff listen to you on a scale of 0-10. (0= they don't listen and 10= they always listen)

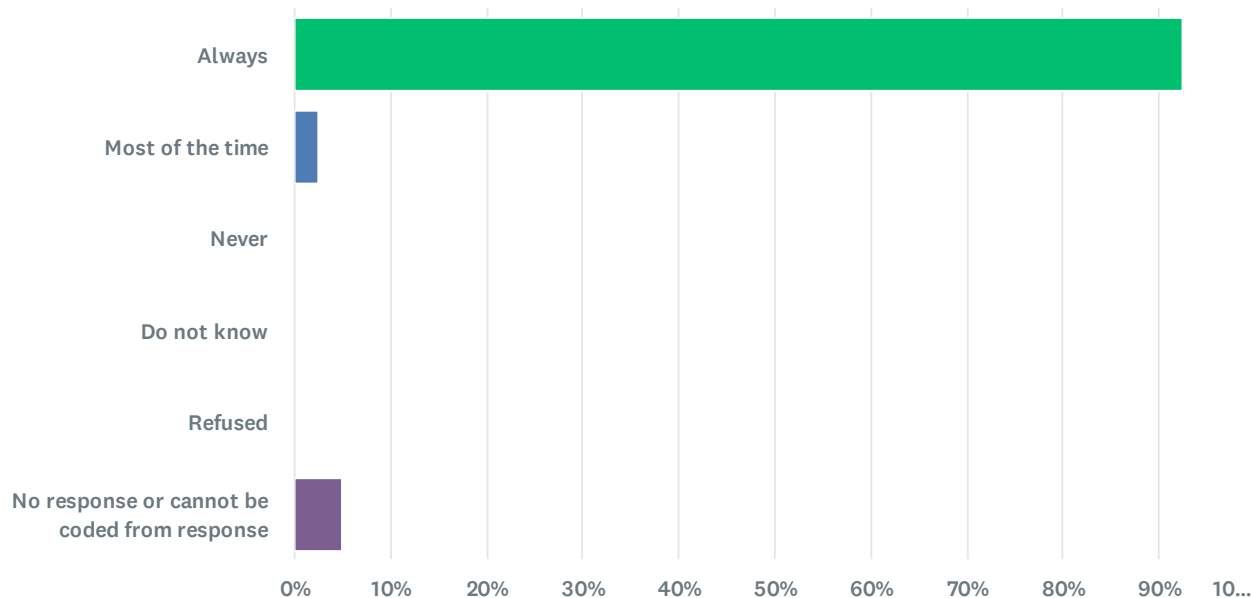
Answered: 40 Skipped: 0



| Basic statistics (i) | | | | |
|---|---------|--------|------|--------------------|
| Minimum | Maximum | Median | Mean | Standard Deviation |
| 5.00 | 10.00 | 9.00 | 8.88 | 1.42 |

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

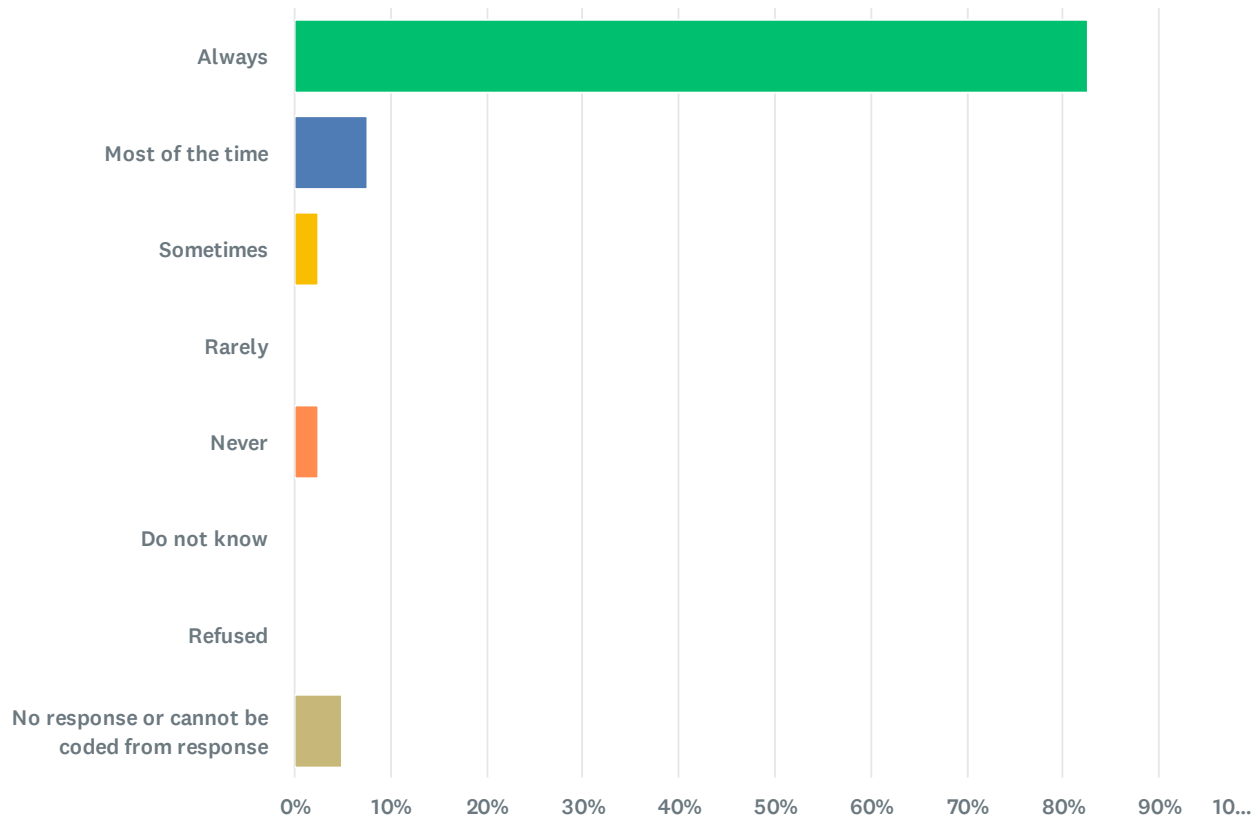
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Always | 92.50% | 37 |
| ● Most of the time | 2.50% | 1 |
| ● Never | 0% | 0 |
| ● Do not know | 0% | 0 |
| ● Refused | 0% | 0 |
| ● No response or cannot be coded from response | 5.00% | 2 |
| Show comments | | |
| Total | | 40 |

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

Answered: 40 Skipped: 0



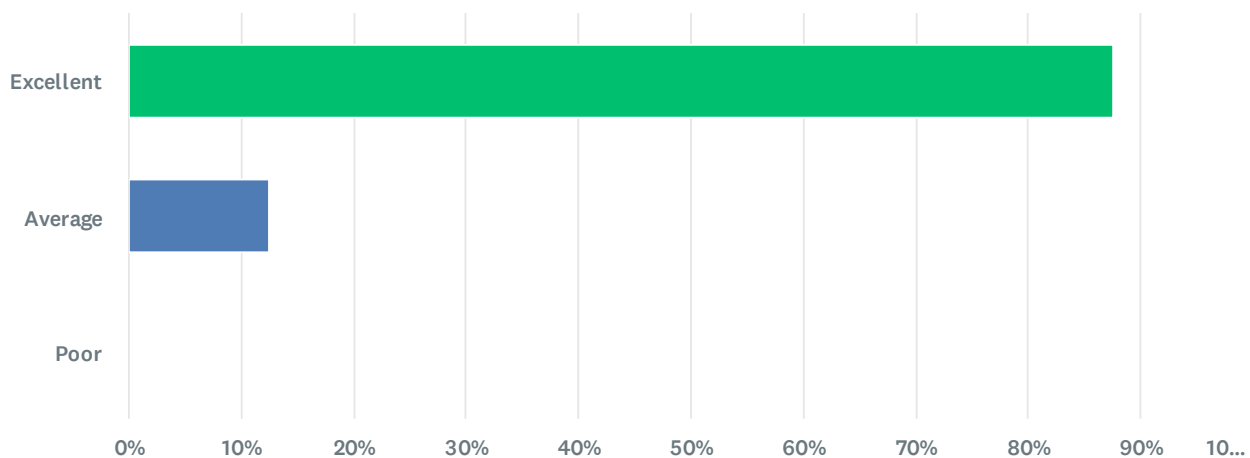
| Answer Choices | Percentage | Responses |
|------------------|------------|-----------|
| Always | 82.50% | 33 |
| Most of the time | 7.50% | 3 |
| Sometimes | 2.50% | 1 |
| Rarely | 0% | 0 |
| Never | 2.50% | 1 |
| Do not know | 0% | 0 |
| Refused | 0% | 0 |
| Total | | 40 |

2026 Maple View Lodge Resident Satisfaction Survey

| Answer Choices | Percentage | Responses |
|----------------|------------|-----------|
| | | |

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

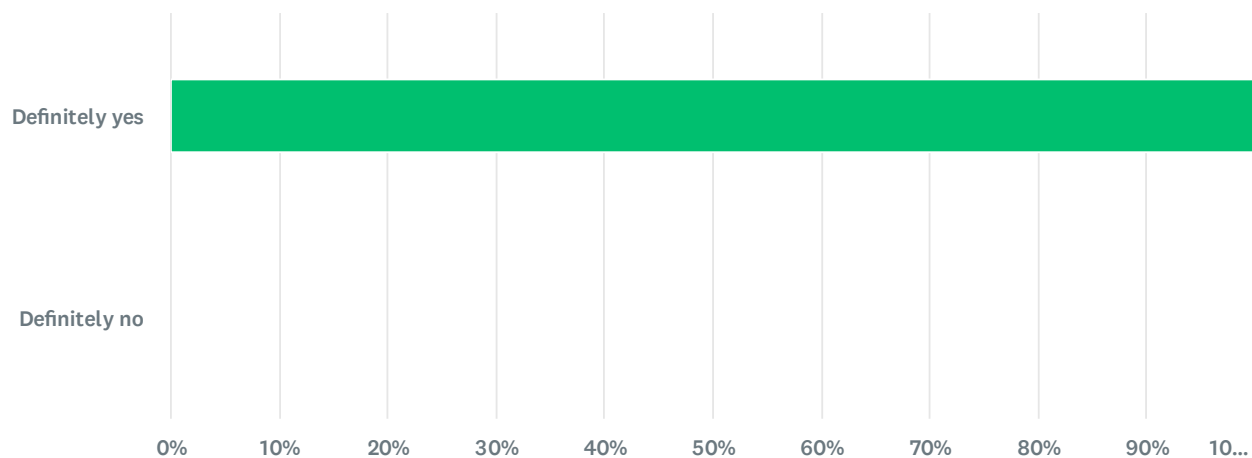
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|--|------------|-----------|
| ● Excellent | 87.50% | 35 |
| ● Average | 12.50% | 5 |
| ● Poor | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q36 Would you recommend Maple View Lodge to others?

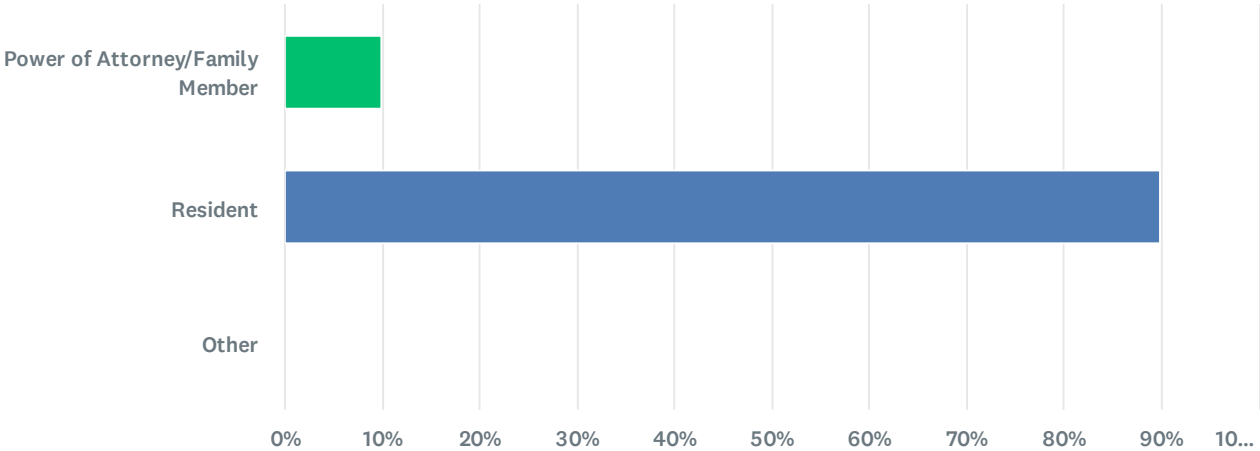
Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|---|------------|-----------|
| ● Definitely yes | 100.00% | 40 |
| ● Definitely no | 0% | 0 |
| Show comments | | |
| Total | | 40 |

Q38 The survey was completed by:

Answered: 40 Skipped: 0



| Answer Choices | Percentage | Responses |
|-----------------------------------|------------|-----------|
| ● Power of Attorney/Family Member | 10.00% | 4 |
| ● Resident | 90.00% | 36 |
| ● Other | 0% | 0 |
| Total | | 40 |