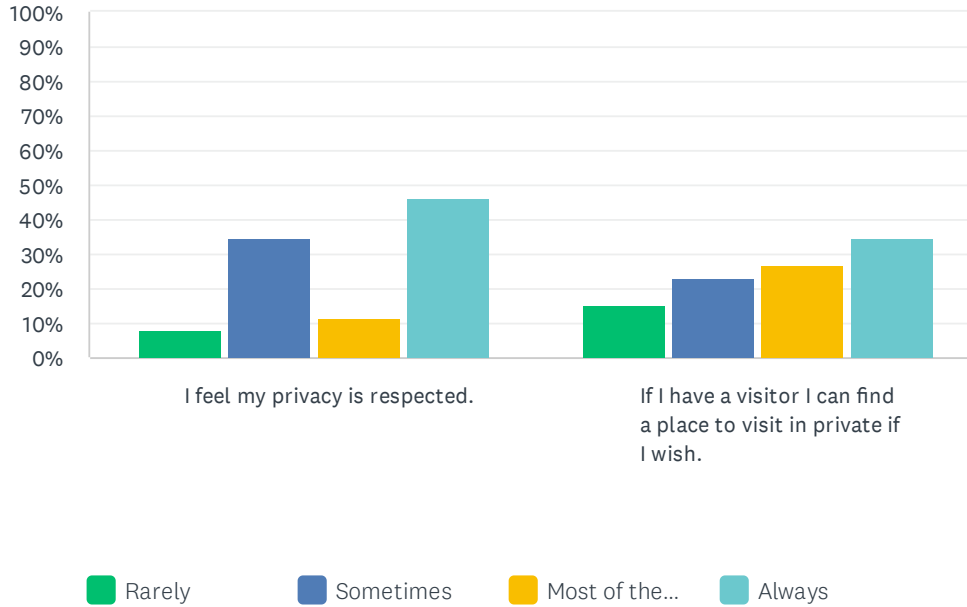


Q1 Privacy: First, I'd like to talk to you about privacy. Please answer choosing one of the choices and feel free to provide any additional comments.

Answered: 26 Skipped: 0

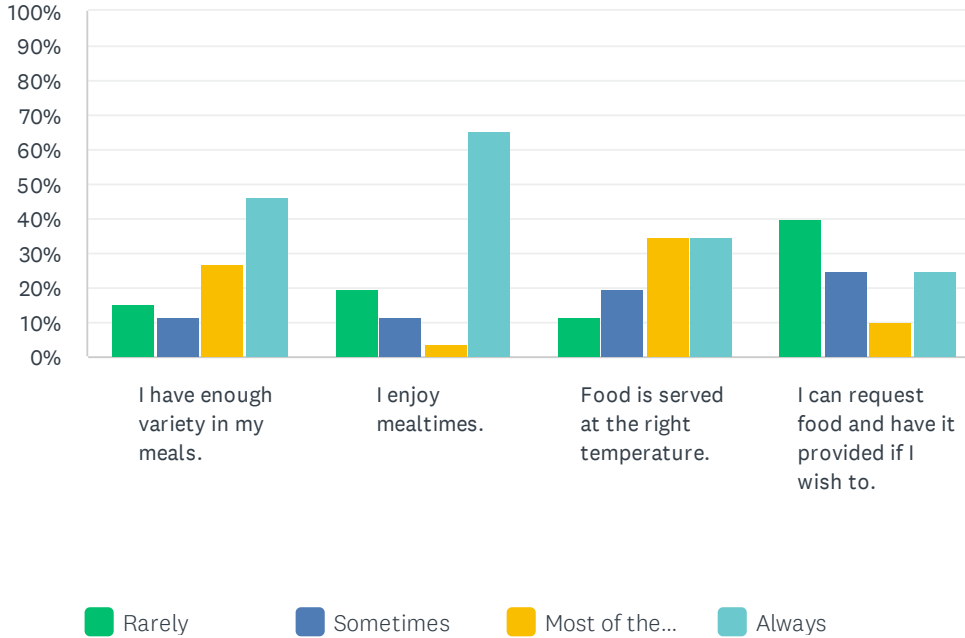


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I feel my privacy is respected.	7.69% 2	34.62% 9	11.54% 3	46.15% 12	26
If I have a visitor I can find a place to visit in private if I wish.	15.38% 4	23.08% 6	26.92% 7	34.62% 9	26

#	COMMENTS (PLEASE SPECIFY)	DATE
1	My Family no longer enjoys visiting here because it is so crowded and busy and noisy. So i meet them in town, like i do with my friends.	12/2/2024 3:52 PM
2	Not sure where to go for privacy	9/24/2024 10:58 AM
3	Not sure where to go for privacy	9/24/2024 10:43 AM

Q2 Food and Meals: The items that follow are about food. For each statement, please answer one of the available choices.

Answered: 26 Skipped: 0



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I have enough variety in my meals.	15.38% 4	11.54% 3	26.92% 7	46.15% 12	26
I enjoy mealtimes.	19.23% 5	11.54% 3	3.85% 1	65.38% 17	26
Food is served at the right temperature.	11.54% 3	19.23% 5	34.62% 9	34.62% 9	26
I can request food and have it provided if I wish to.	40.00% 8	25.00% 5	10.00% 2	25.00% 5	20

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Meal times in the dinning room for my wing are usually very loud and annoying. Some peoples alarms going when there is no need for them to and clanging and banging of the containers, the food gets wheeled in by kitchen staff at the far end of the building and some staff yelling across the room to each other, its chaos. It makes it harder to enjoy your food and difficult to carry on a conversation at your table.	12/2/2024 3:52 PM
2	Never have requested food before	11/27/2024 3:04 PM

Q3 What foods would you like to see offered?

Answered: 16 Skipped: 10

#	RESPONSES	DATE
1	Shrimp Watercress	12/2/2024 3:52 PM
2	Toast Turkey Ruben Sandwich	11/27/2024 2:23 PM
3	Rice Krispie	11/12/2024 1:23 PM
4	Steak, baked potato,	9/24/2024 11:10 AM
5	Italian food, pasta	9/24/2024 10:58 AM
6	Italian food, pasta	9/24/2024 10:43 AM
7	Sausage on a bun with sauerkraut Sloppy joes	9/23/2024 3:12 PM
8	Pizza , Lasagna	9/23/2024 2:34 PM
9	Different types of vegetables	4/24/2024 4:20 PM
10	Healthy greens, some vegetables that aren't overcooked, avocado, more Mediterranean diet than we get now, green tea, shrimp, and fish and chicken that isn't battered or breaded all the time.	4/20/2024 4:04 PM
11	More rice dishes offered	4/20/2024 1:39 PM
12	Spare Ribs Lasagna	4/7/2024 4:42 PM
13	Good pizza and good subs	4/7/2024 1:15 PM
14	Pasta	4/7/2024 11:53 AM
15	Cabbage rolls, corn on the cob	3/5/2024 11:57 AM
16	More Hot Meals Different Variety	2/15/2024 11:44 AM

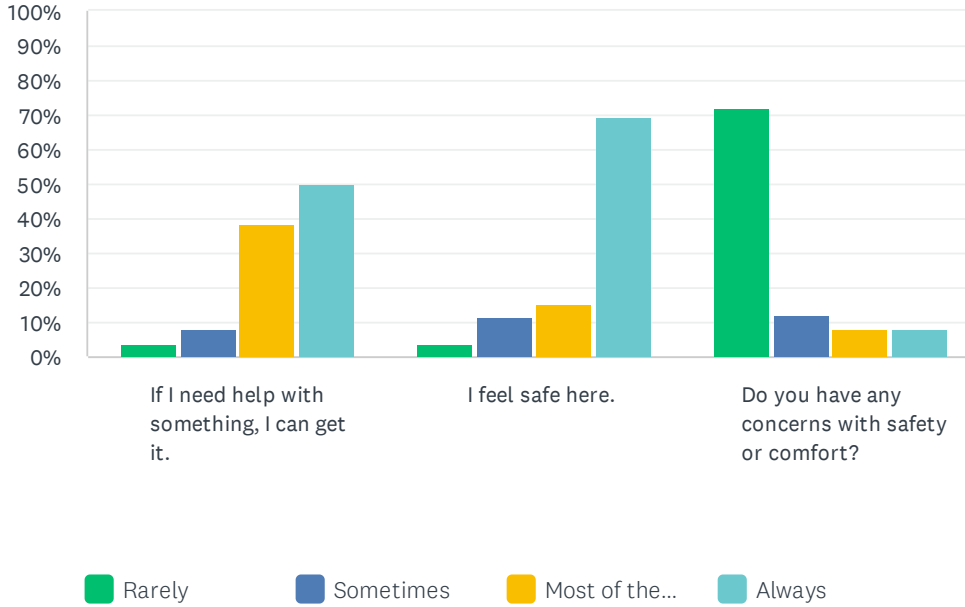
Q4 What are your least favourite dishes that we offer?

Answered: 20 Skipped: 6

#	RESPONSES	DATE
1	all egg dishes except hard boiled. The texture of the scrambled, omlette, western etc.is terrible and i know it is the same at the hospital, so you probably can't change it. I used to like Salisbury steak when i lived in the community, but the texture and taste of the one here isn't the same. Broccoli is always far too over steamed here., how can there be any nutrients left?	12/2/2024 3:52 PM
2	Fish Peas	12/1/2024 11:40 AM
3	Liver	11/27/2024 4:10 PM
4	Pot Pie	11/27/2024 3:43 PM
5	All dishes with beans other than pork and beans or green beans	11/27/2024 2:23 PM
6	Corn Flakes	11/12/2024 1:23 PM
7	Plain potato's	9/24/2024 10:58 AM
8	Plain potato's	9/24/2024 10:43 AM
9	Too much fish and chicken	9/23/2024 3:12 PM
10	Fish, too much Chicken,	9/23/2024 2:34 PM
11	Not a picking eater	4/21/2024 12:02 PM
12	Overcooked broccoli. Too frequent meals of peanut butter and jelly sandwiches, also too many of pastrami or ham sandwiches, butter chicken, chickpea salad	4/20/2024 4:04 PM
13	Pork	4/20/2024 1:39 PM
14	Liver because it's to tough Parsnips	4/7/2024 4:42 PM
15	Egg Sandwiches	4/7/2024 1:15 PM
16	Spaghetti	4/6/2024 1:23 PM
17	Pork chops	3/5/2024 11:57 AM
18	Liver and Onions	2/15/2024 11:59 AM
19	Crab Noodle dishes with no sauce	2/15/2024 11:44 AM
20	Egg Salad Sandwiches	2/15/2024 11:26 AM

Q5 Safety and Security: Now let's talk about safety. For each statement, please answer one of the available choices.

Answered: 26 Skipped: 0

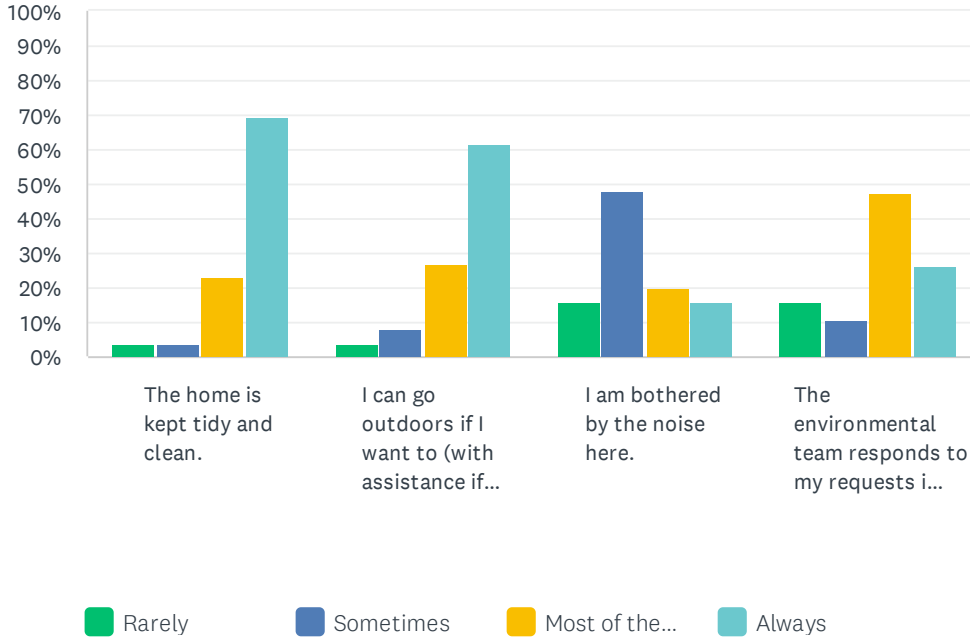


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
If I need help with something, I can get it.	3.85% 1	7.69% 2	38.46% 10	50.00% 13	26
I feel safe here.	3.85% 1	11.54% 3	15.38% 4	69.23% 18	26
Do you have any concerns with safety or comfort?	72.00% 18	12.00% 3	8.00% 2	8.00% 2	25

#	COMMENTS (PLEASE SPECIFY)	DATE
1	the bed gets uncomfortable in certain positions. I can only describe it as a feeling of two large knots pushing through the mattress against my lower back.	12/2/2024 3:52 PM
2	No concerns with safety or comfort	12/1/2024 11:40 AM
3	No concerns with safety or comfort	11/27/2024 3:04 PM

Q6 Comfort Items: The items that follow focus on your life here. For each statement, please answer with one of the available choices.

Answered: 26 Skipped: 0

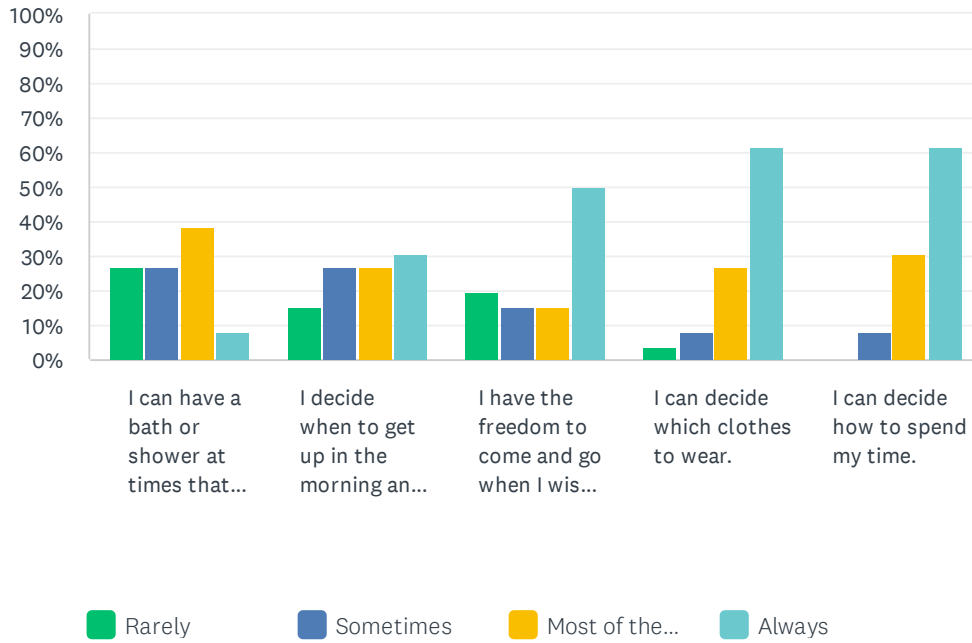


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
The home is kept tidy and clean.	3.85% 1	3.85% 1	23.08% 6	69.23% 18	26
I can go outdoors if I want to (with assistance if necessary).	3.85% 1	7.69% 2	26.92% 7	61.54% 16	26
I am bothered by the noise here.	16.00% 4	48.00% 12	20.00% 5	16.00% 4	25
The environmental team responds to my requests in a timely manner.	15.79% 3	10.53% 2	47.37% 9	26.32% 5	19

#	COMMENTS (PLEASE SPECIFY)	DATE
1	What is the environmental team?	12/2/2024 3:52 PM
2	I have no complaints	11/27/2024 2:44 PM
3	It's noisy at night with staff talking in the hallways	9/24/2024 10:58 AM
4	It's noisy at night with staff talking in the hallways	9/24/2024 10:43 AM

Q7 Daily Decision Items (Autonomy): The items that follow focus on your daily decisions. For each statement, please answer with one of the available choices.

Answered: 26 Skipped: 0

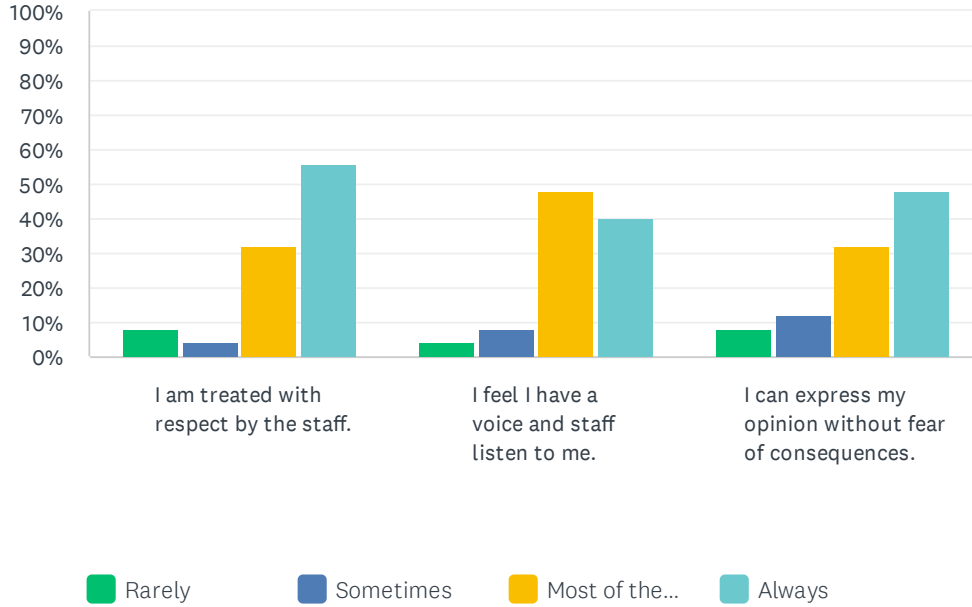


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I can have a bath or shower at times that I have picked.	26.92% 7	26.92% 7	38.46% 10	7.69% 2	26
I decide when to get up in the morning and when go to bed at night.	15.38% 4	26.92% 7	26.92% 7	30.77% 8	26
I have the freedom to come and go when I wish to.	19.23% 5	15.38% 4	15.38% 4	50.00% 13	26
I can decide which clothes to wear.	3.85% 1	7.69% 2	26.92% 7	61.54% 16	26
I can decide how to spend my time.	0.00% 0	7.69% 2	30.77% 8	61.54% 16	26

#	COMMENTS (PLEASE SPECIFY)	DATE
1	except in lockdowns	12/2/2024 3:52 PM
2	I am an Interim resident who is blessed to be able to make my own decisions and choices, and I often go out several times a week for activities and appointments in town.several	4/20/2024 4:04 PM

Q8 Respect by Staff: Now I'd like to discuss how you feel about staff here. For each statement, please answer with one of the available choices.

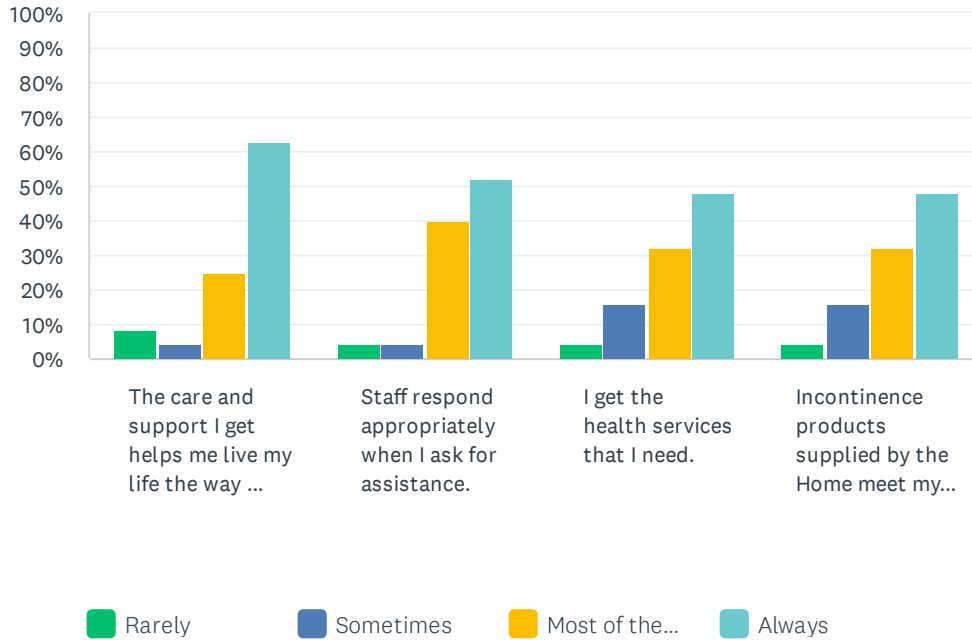
Answered: 25 Skipped: 1



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I am treated with respect by the staff.	8.00% 2	4.00% 1	32.00% 8	56.00% 14	25
I feel I have a voice and staff listen to me.	4.00% 1	8.00% 2	48.00% 12	40.00% 10	25
I can express my opinion without fear of consequences.	8.00% 2	12.00% 3	32.00% 8	48.00% 12	25

Q9 Staff Responsiveness: For each statement, please answer with one of the available choices.

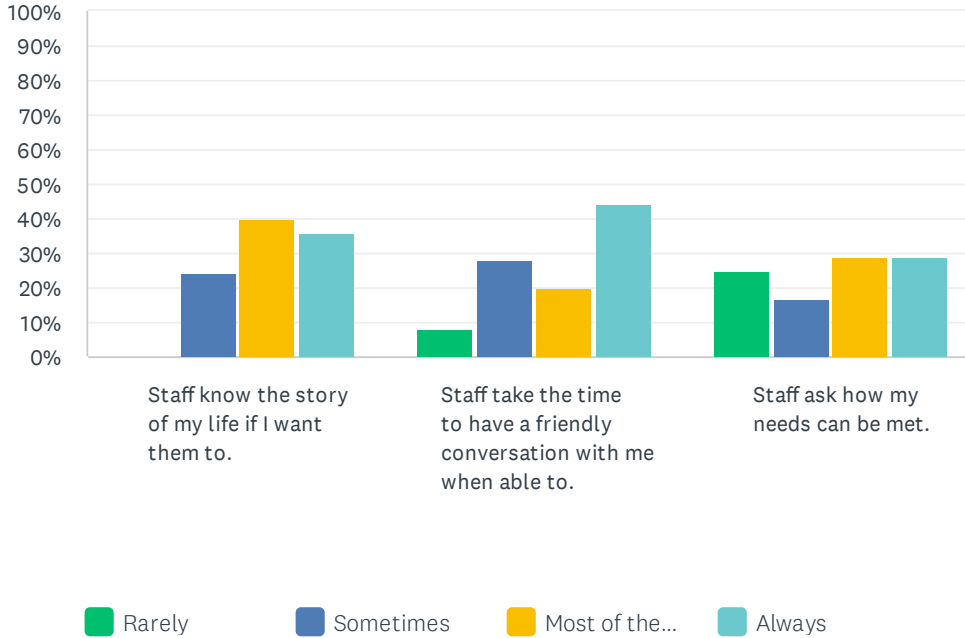
Answered: 25 Skipped: 1



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
The care and support I get helps me live my life the way I want.	8.33% 2	4.17% 1	25.00% 6	62.50% 15	24
Staff respond appropriately when I ask for assistance.	4.00% 1	4.00% 1	40.00% 10	52.00% 13	25
I get the health services that I need.	4.00% 1	16.00% 4	32.00% 8	48.00% 12	25
Incontinence products supplied by the Home meet my needs.	4.00% 1	16.00% 4	32.00% 8	48.00% 12	25

Q10 Staff-Resident Bonding: For each statement, please answer with one of the available choices.

Answered: 25 Skipped: 1

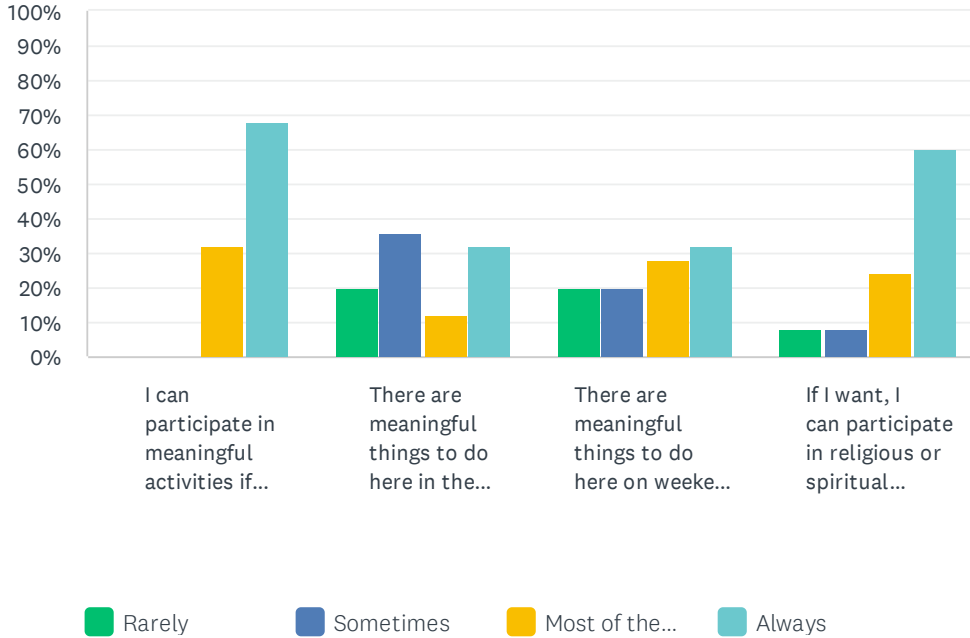


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
Staff know the story of my life if I want them to.	0.00% 0	24.00% 6	40.00% 10	36.00% 9	25
Staff take the time to have a friendly conversation with me when able to.	8.00% 2	28.00% 7	20.00% 5	44.00% 11	25
Staff ask how my needs can be met.	25.00% 6	16.67% 4	29.17% 7	29.17% 7	24

#	COMMENTS (PLEASE SPECIFY)	DATE
1	Staff rarely have time to converse with anyone! You need more staff, more space and fewer rules and regulations that are stifling your teams creativity and humanity and if the ministry and the owner of won't provide that, I hope fate will bring some volunteers into this home to provide 1 to 1, heart to heart, ordinary moments for people who are bored, lonely, frustrated and feeling trapped. Whatever happened to the time when girl guides or school classes took on homes for a project, offering young and old the chance to learn about someone else life.	12/2/2024 3:52 PM

Q11 Activities: Now, let's look at how you feel about activities. For each statement, please answer with one of the available choices.

Answered: 25 Skipped: 1



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I can participate in meaningful activities if I wish to.	0.00% 0	0.00% 0	32.00% 8	68.00% 17	25
There are meaningful things to do here in the evenings if I wish to.	20.00% 5	36.00% 9	12.00% 3	32.00% 8	25
There are meaningful things to do here on weekends if I wish to.	20.00% 5	20.00% 5	28.00% 7	32.00% 8	25
If I want, I can participate in religious or spiritual activities that have meaning to me.	8.00% 2	8.00% 2	24.00% 6	60.00% 15	25

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I am blessed to be ambulatory enough that with the help of grand river transit bus service i can go out to church myself, but i wonder why i have only see one pastor here in the home, and she seems to come once a month.	12/2/2024 3:52 PM

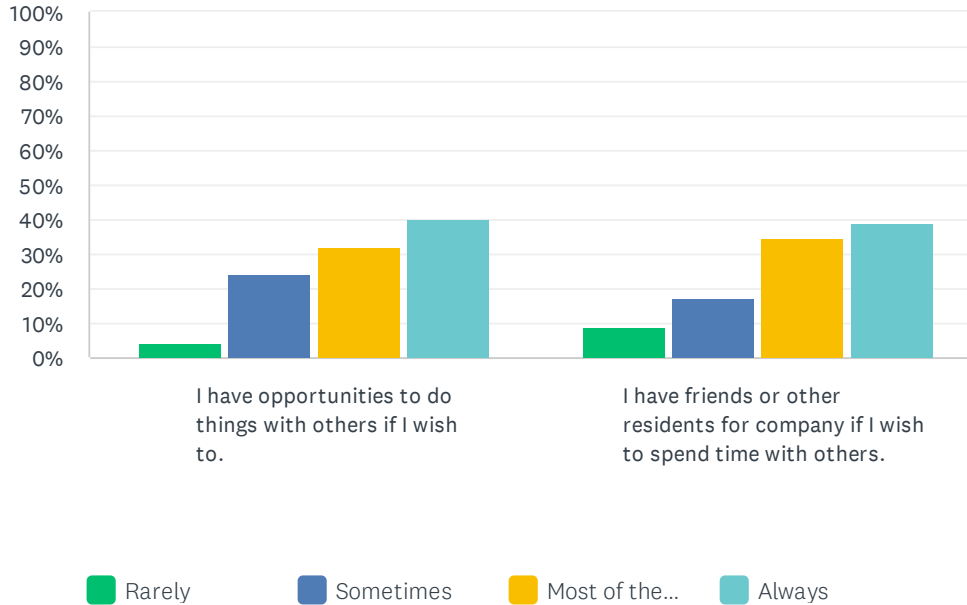
Q12 Are there any programs or activities that you would like to see offered here?

Answered: 11 Skipped: 15

#	RESPONSES	DATE
1	Tai chi, especially for people in chairs. or something else that is slow and soothing to body and mind and spirit. I observe most residents to appreciate people from outside coming in to play live music, or give a talk are there other places besides the butterfly conservatory which provides speakers who can bring interesting things into the residents daily lives.	12/2/2024 3:52 PM
2	Someone to come in and run a Sunday service	12/1/2024 11:40 AM
3	Pool Table	11/27/2024 2:23 PM
4	N/A	11/12/2024 1:23 PM
5	Computers	9/24/2024 10:58 AM
6	Computers	9/24/2024 10:43 AM
7	Football, golf,	9/23/2024 2:34 PM
8	N/A	4/21/2024 12:02 PM
9	Canasta (Card Game) Backgammon	4/7/2024 4:42 PM
10	Go outside and play outdoor games	4/7/2024 1:15 PM
11	More 1:1 Visits	2/15/2024 11:44 AM

Q13 Personal Relationships: Next, we will talk about your relationships with others. For each statement, please answer with one of the available choices.

Answered: 25 Skipped: 1

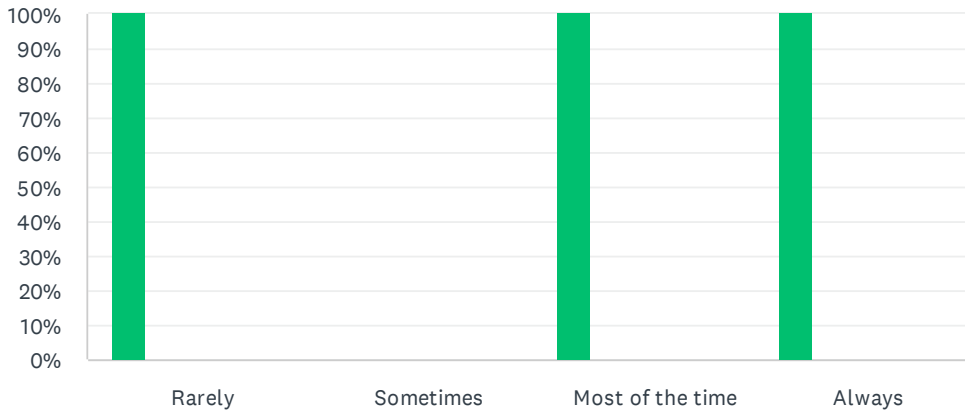


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	TOTAL
I have opportunities to do things with others if I wish to.	4.00% 1	24.00% 6	32.00% 8	40.00% 10	25
I have friends or other residents for company if I wish to spend time with others.	8.70% 2	17.39% 4	34.78% 8	39.13% 9	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I have longtime friends and family who spend time with me in town and many friends online from my days volunteering in the states which is where my daughter lives. I do not look for company at any time and i am never lonely	12/2/2024 3:52 PM

Q14 I would recommend this home to others.

Answered: 25 Skipped: 1



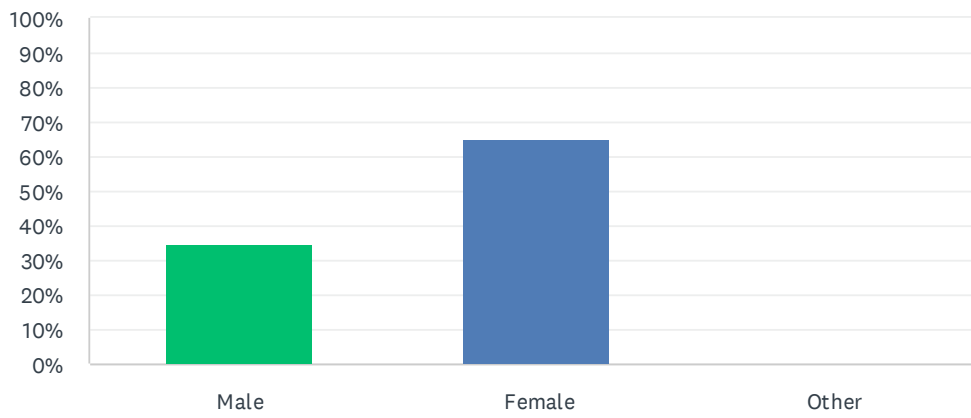
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	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	TOTAL	WEIGHTED AVERAGE
Rarely	100.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6	1.00
Sometimes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Most of the time	100.00% 9	0.00% 0	0.00% 0	0.00% 0	0.00% 0	9	1.00
Always	100.00% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10	1.00

#	COMMENTS (PLEASE SPECIFY)	DATE
1	as i tell you on all surveys, there are some lovely, kindhearted staff here but the system sucks.	12/2/2024 3:52 PM
2	For the most part the staff here are kind , caring people. But the system in which they work is the opposite of that.	4/20/2024 4:04 PM

Q15 My gender is:

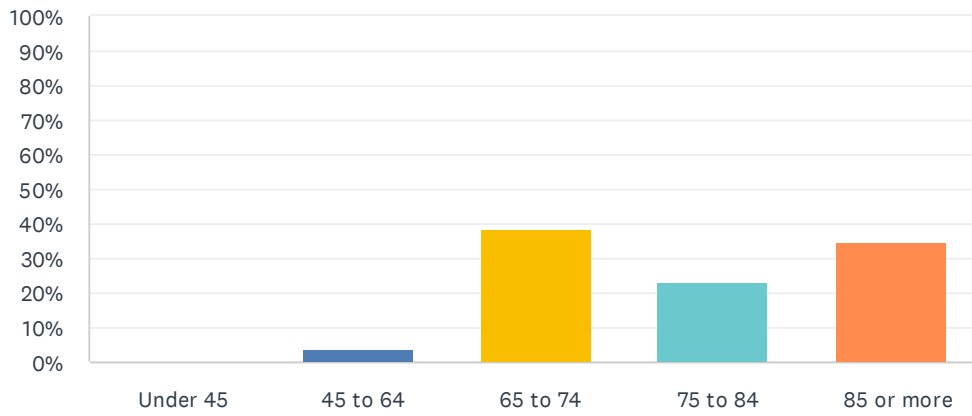
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	34.62%	9
Female	65.38%	17
Other	0.00%	0
TOTAL		26

Q16 My age in years is:

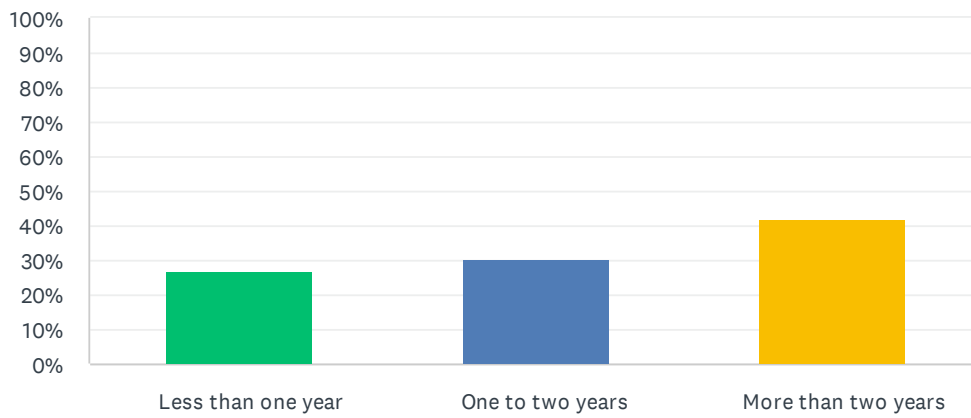
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES
Under 45	0.00% 0
45 to 64	3.85% 1
65 to 74	38.46% 10
75 to 84	23.08% 6
85 or more	34.62% 9
TOTAL	26

Q17 I have lived at this LTC Home for:

Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	26.92%	7
One to two years	30.77%	8
More than two years	42.31%	11
TOTAL		26

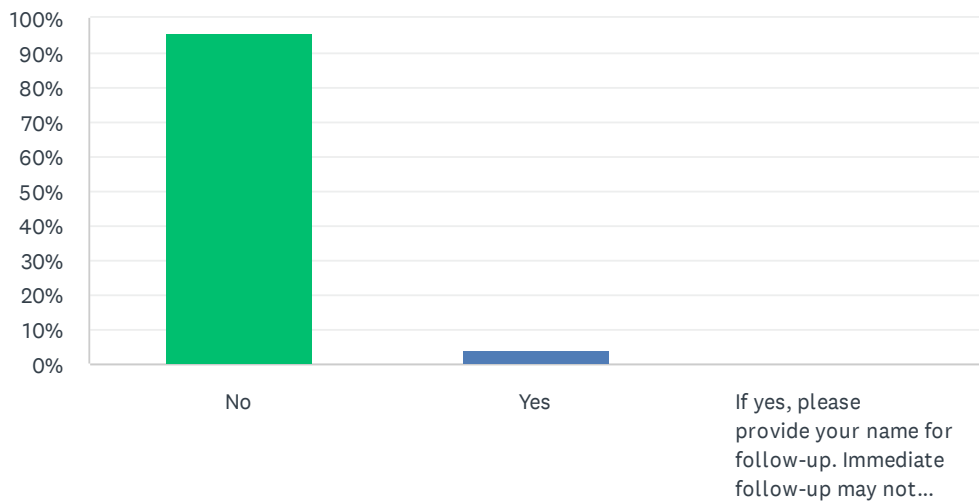
Q18 Comments Do you have any additional comments you'd like to share?

Answered: 6 Skipped: 20

#	RESPONSES	DATE
1	I am grateful for all the kindness shown me here, but my soul has a hard time watching some residents in need of stimulation or gentleness. I know some who can't communicate are more alive inside than they appear!	12/2/2024 3:52 PM
2	Everything is clean Staff are nice	12/1/2024 11:40 AM
3	It is a wonderful place to live	11/27/2024 2:23 PM
4	Very satisfied	11/12/2024 1:23 PM
5	Staff are great here and the psw's who help me are good to me as well. I enjoy the people who work in the activities department.	4/6/2024 1:23 PM
6	I find this a really nice home to live in and the food is good.	2/15/2024 11:59 AM

Q19 Would you like someone to contact you regarding your comments?

Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
No	96.00% 24
Yes	4.00% 1
If yes, please provide your name for follow-up. Immediate follow-up may not happen as survey results are reviewed semiannually, if time sensitive please talk to the Executive Director with any concerns.	0.00% 0
Total Respondents: 25	

#	IF YES, PLEASE PROVIDE YOUR NAME FOR FOLLOW-UP. IMMEDIATE FOLLOW-UP MAY NOT HAPPEN AS SURVEY RESULTS ARE REVIEWED SEMIANNUALLY, IF TIME SENSITIVE PLEASE TALK TO THE EXECUTIVE DIRECTOR WITH ANY CONCERNS.	DATE
There are no responses.		