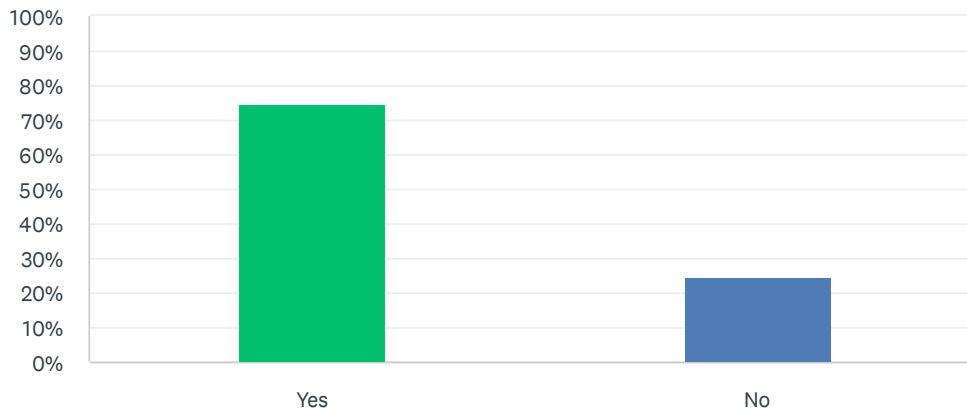


## Q1 Would you recommend this home to others?

Answered: 4 Skipped: 1

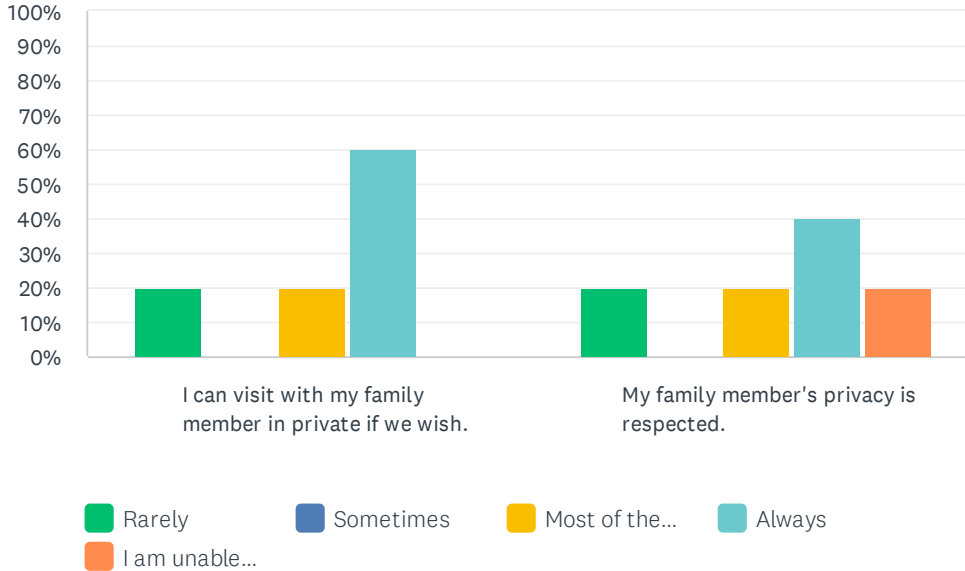


ANSWER CHOICES	RESPONSES
Yes	75.00% 3
No	25.00% 1
TOTAL	4

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	have found stinky soiled pads left in resident's room in their garbage bucket which stinks up the entire room, room was not clean when arriving, limited activities...though that appears to be changing, place is in need of many repairs (many simple such as painting interior and exterior), grounds are unattended ... administration does no give any indication of caring ....will say most staff however are helpful and caring	10/22/2024 9:30 PM
2	Yes and no. There are good things here and some bad things	9/20/2024 3:12 PM
3	This facility is in need of regular interior and mostly Exterior maintenance. There are 2 interior courts and an outside deck area that are seriously neglected. I have heard many Family members complain about this.	8/29/2024 5:46 PM

## Q2 Privacy: For each statement, please answer with one of the available choices.

Answered: 5 Skipped: 0

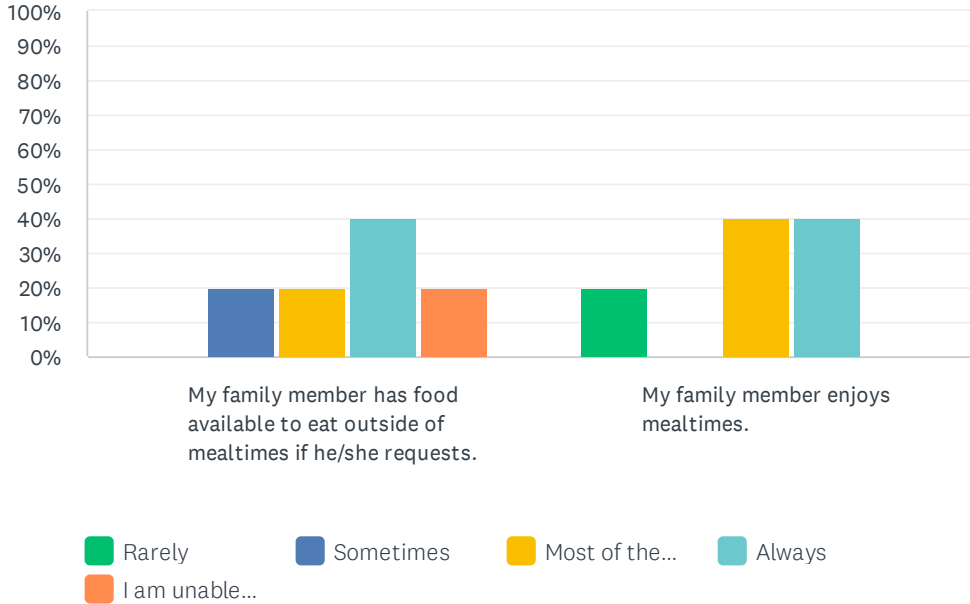


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
I can visit with my family member in private if we wish.	20.00% 1	0.00% 0	20.00% 1	60.00% 3	0.00% 0	5
My family member's privacy is respected.	20.00% 1	0.00% 0	20.00% 1	40.00% 2	20.00% 1	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	can't respond about when I am not there. I assume their privacy is respected.if	10/22/2024 9:30 PM

### Q3 Food and Meals: For each statement, please answer one of the available choices.

Answered: 5 Skipped: 0



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member has food available to eat outside of mealtimes if he/she requests.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5
My family member enjoys mealtimes.	20.00% 1	0.00% 0	40.00% 2	40.00% 2	0.00% 0	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	You serve too many fish meals	9/20/2024 3:12 PM

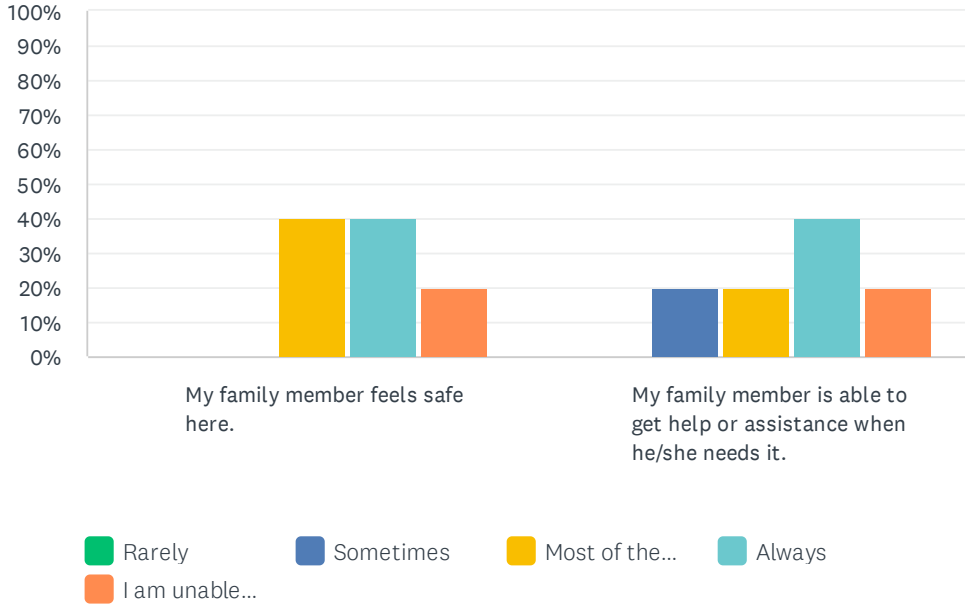
## Q4 Food suggestions that my family member would like to see on the menu are:

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	None. The food looks good, and there seems to be enough variety.	10/22/2024 9:30 PM
2	Fresh bread for sandwiches and anything other than fish	9/20/2024 3:12 PM
3	We would like to see pizza add to the menu	9/1/2024 1:20 PM
4	egg salad sandwich	8/29/2024 5:57 PM
5	more bacon and egg days	8/29/2024 5:46 PM

### Q5 Safety and Security: For each statement, please answer one of the available choices.

Answered: 5 Skipped: 0

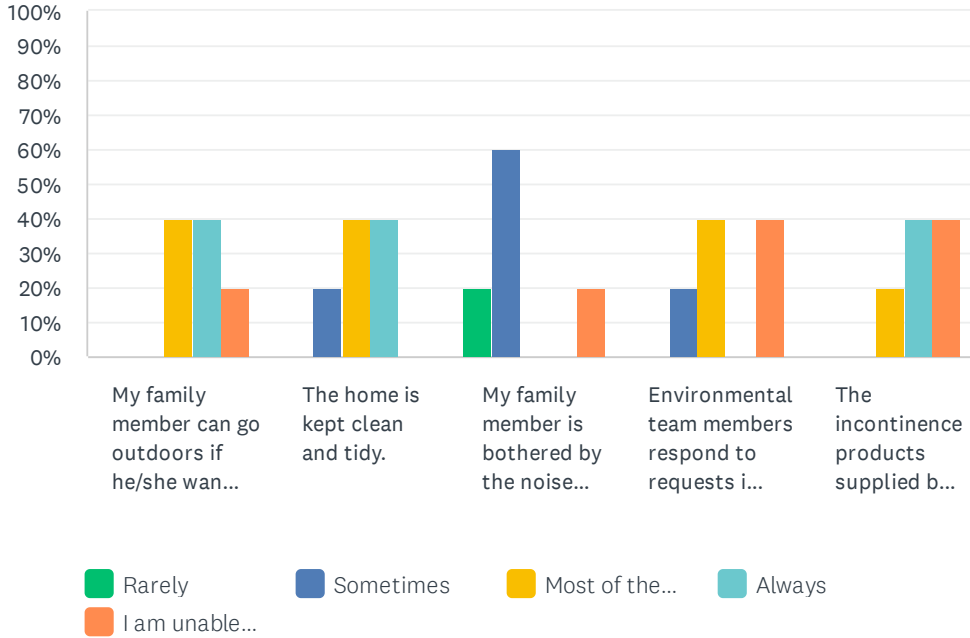


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member feels safe here.	0.00% 0	0.00% 0	40.00% 2	40.00% 2	20.00% 1	5
My family member is able to get help or assistance when he/she needs it.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	1. Not sure how my family member feels as she has never expressed anything either way, except to say she would like to not be there but go home. 2. Don't know if she gets assistance because she forgets how to use the button at times. When family arrives, we definitely have been able to get assistance., tom	10/22/2024 9:30 PM
2	When she has asked for a washroom visit it is not always acted upon in a timely manner	9/1/2024 1:20 PM

### Q6 Comfort Items: For each statement, please answer with one of the available choices.

Answered: 5 Skipped: 0

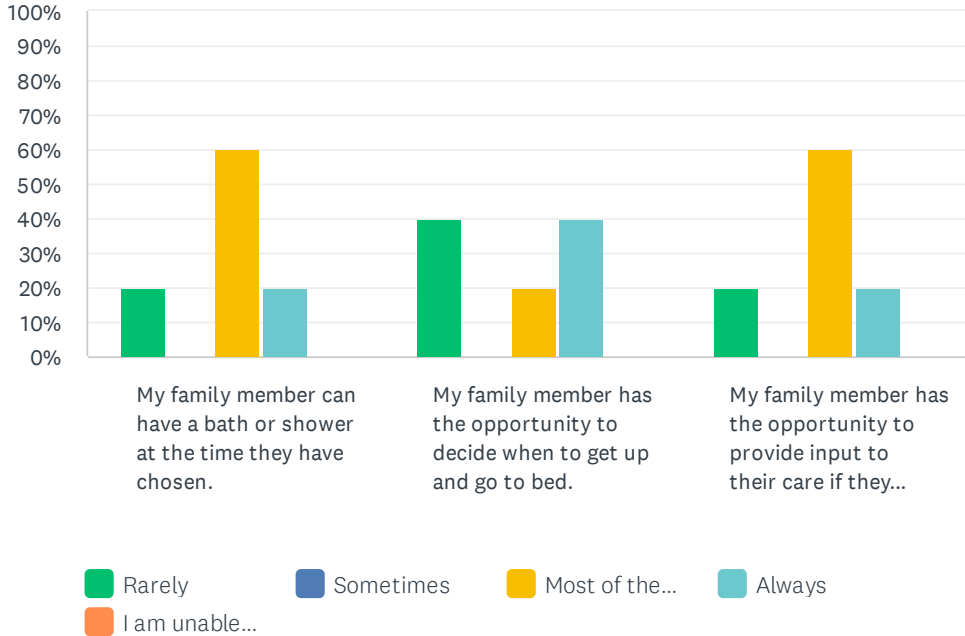


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member can go outdoors if he/she wants (with assistance if she/he needs it).	0.00% 0	0.00% 0	40.00% 2	40.00% 2	20.00% 1	5
The home is kept clean and tidy.	0.00% 0	20.00% 1	40.00% 2	40.00% 2	0.00% 0	5
My family member is bothered by the noise here.	20.00% 1	60.00% 3	0.00% 0	0.00% 0	20.00% 1	5
Environmental team members respond to requests in a timely manner.	0.00% 0	20.00% 1	40.00% 2	0.00% 0	40.00% 2	5
The incontinence products supplied by the home meets the needs of my family member (if applicable)	0.00% 0	0.00% 0	20.00% 1	40.00% 2	40.00% 2	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Have no idea what the environmental team is// And regarding incontinence products, the family would like to have soiled products removed from the room and not left open and thrown into the resident's garbage bucket to stink up the roomy	10/22/2024 9:30 PM

### Q7 Daily Decision Items (Autonomy): For each statement, please answer with one of the available choices.

Answered: 5 Skipped: 0

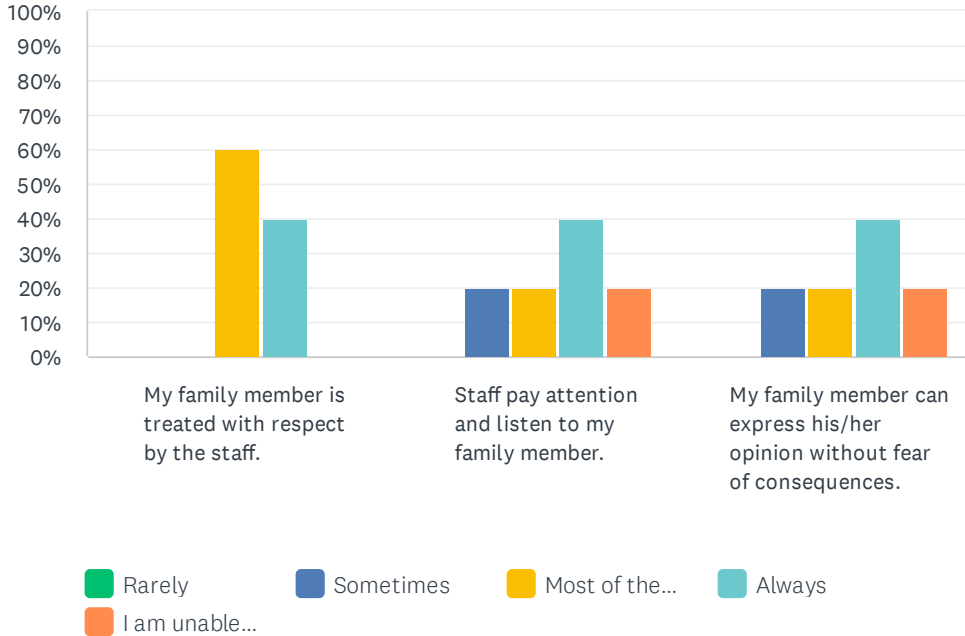


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member can have a bath or shower at the time they have chosen.	20.00% 1	0.00% 0	60.00% 3	20.00% 1	0.00% 0	5
My family member has the opportunity to decide when to get up and go to bed.	40.00% 2	0.00% 0	20.00% 1	40.00% 2	0.00% 0	5
My family member has the opportunity to provide input to their care if they wish.	20.00% 1	0.00% 0	60.00% 3	20.00% 1	0.00% 0	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	the answer for each of these is 'No' not Rarely as the option.	10/22/2024 9:30 PM
2	She doesn't always get put into bed in the afternoon when she wants.	9/20/2024 3:12 PM

### Q8 Respect by Staff: For each statement, please answer one of the available choices.

Answered: 5 Skipped: 0



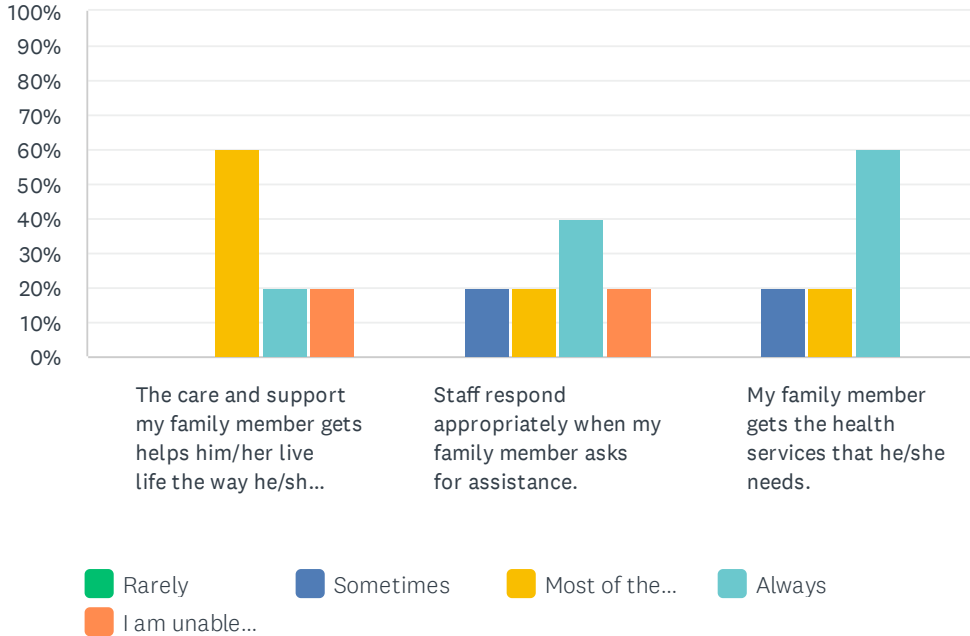
	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member is treated with respect by the staff.	0.00% 0	0.00% 0	60.00% 3	40.00% 2	0.00% 0	5
Staff pay attention and listen to my family member.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5
My family member can express his/her opinion without fear of consequences.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	2 & 3 are impossible to answer since the resident is unable to express their opinion or make a request 99% of the time	10/22/2024 9:30 PM



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

Answered: 5 Skipped: 0

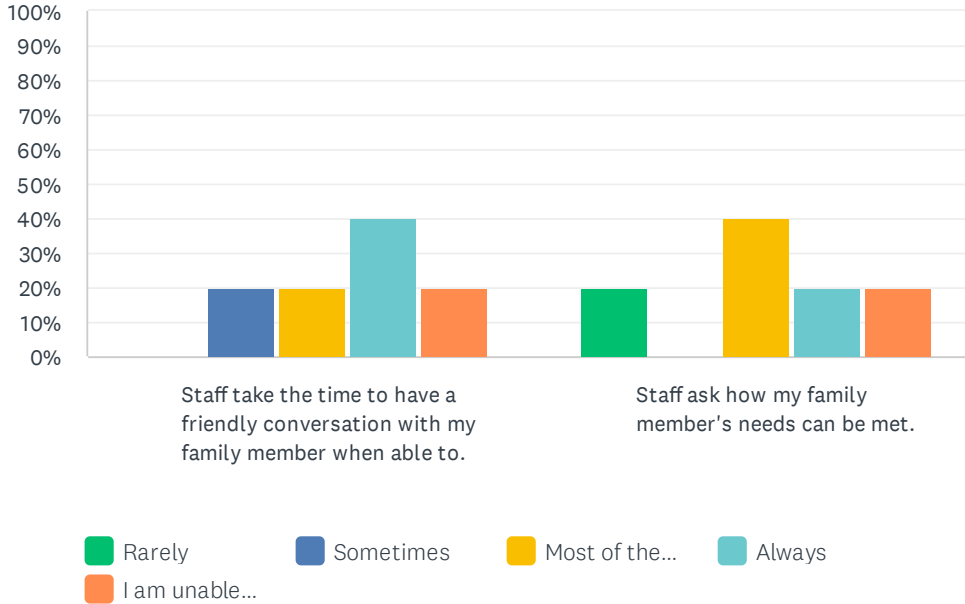


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
The care and support my family member gets helps him/her live life the way he/she wants.	0.00% 0	0.00% 0	60.00% 3	20.00% 1	20.00% 1	5
Staff respond appropriately when my family member asks for assistance.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5
My family member gets the health services that he/she needs.	0.00% 0	20.00% 1	20.00% 1	60.00% 3	0.00% 0	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Resident is not living the life they want because their mind is gone and they are in a wheel chair. y	10/22/2024 9:30 PM

### Q10 Staff-Resident Bonding: Please answer with one of the available choices.

Answered: 5 Skipped: 0

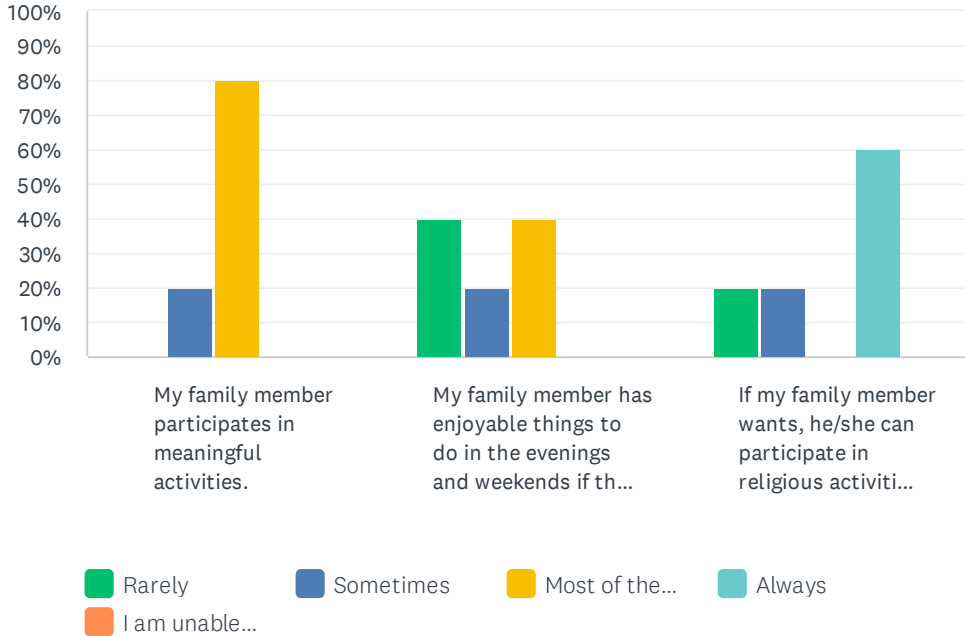


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
Staff take the time to have a friendly conversation with my family member when able to.	0.00% 0	20.00% 1	20.00% 1	40.00% 2	20.00% 1	5
Staff ask how my family member's needs can be met.	20.00% 1	0.00% 0	40.00% 2	20.00% 1	20.00% 1	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Have yet to experience any of 1 &2. Since it doesn't happen when family members are present, chances are high it doesn't happen when family is not present. I'm sure a number of staff members would like to take more time, but from what I can see they don't have the time. Not enough staff to go around.	10/22/2024 9:30 PM

### Q11 Activities: For each statement, please answer with one of the available choices.

Answered: 5 Skipped: 0



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS QUESTION	TOTAL
My family member participates in meaningful activities.	0.00% 0	20.00% 1	80.00% 4	0.00% 0	0.00% 0	5
My family member has enjoyable things to do in the evenings and weekends if they wish.	40.00% 2	20.00% 1	40.00% 2	0.00% 0	0.00% 0	5
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	20.00% 1	20.00% 1	0.00% 0	60.00% 3	0.00% 0	5

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	You have 'rarely as an option. I would say (from my observation) none that materialized.	10/22/2024 9:30 PM

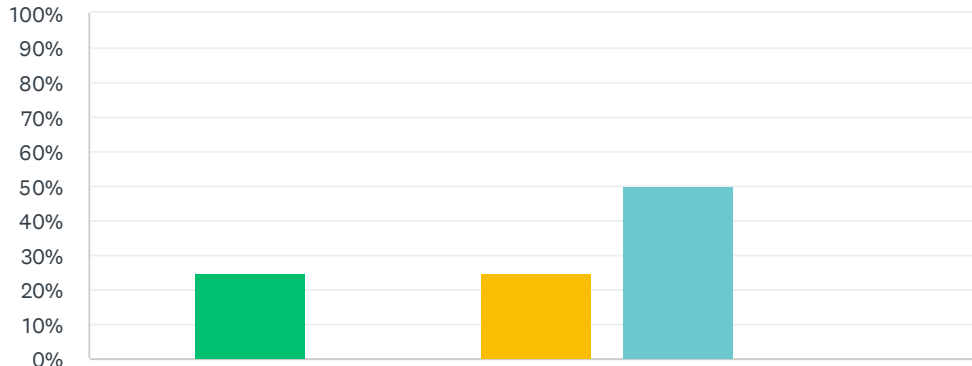
## Q12 Do you have any suggestions for activities that your family member may wish to participate in?

Answered: 2 Skipped: 3

#	RESPONSES	DATE
1	Musical events that include a broader range of music, some performances square dancers or 2 or 3 couples that do waltz & polkas or tap dancing/ ballet . There must be dance schools/ music schools that would like their students to have stage practice. I've heard mention of animals being shown and children coming to sing but have yet to see them.....	10/22/2024 9:30 PM
2	I don't know what can be offered. But she likes live music.	9/20/2024 3:12 PM

### Q13 Personal Relationships: Please answer with one of the available choices.

Answered: 4 Skipped: 1



My family member has people to spend time with him/her if they wish.

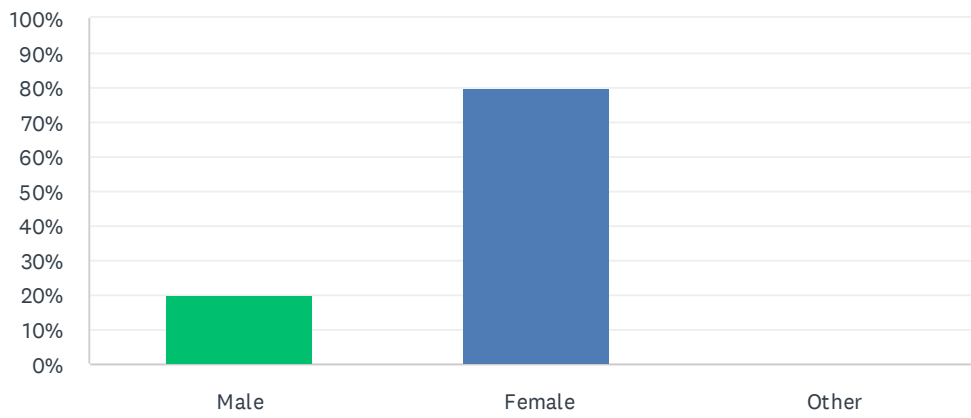
■ Rarely    
 ■ Sometimes    
 ■ Most of the...    
 ■ Always  
■ I am unable...

	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member has people to spend time with him/her if they wish.	25.00% 1	0.00% 0	25.00% 1	50.00% 2	0.00% 0	4

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Have no idea what you mean by that statement ...Who are the 'people' you refer to?	10/22/2024 9:30 PM

### Q14 Your family member's gender is:

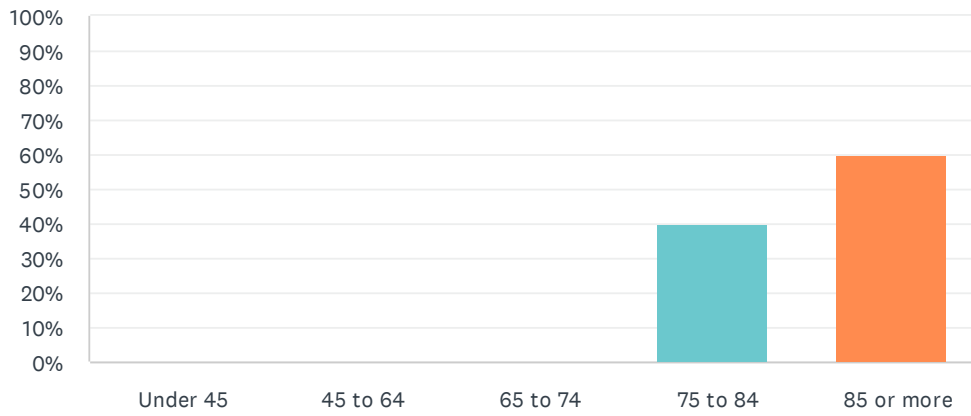
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	20.00%	1
Female	80.00%	4
Other	0.00%	0
<b>TOTAL</b>		<b>5</b>

### Q15 Your family member's age in years is:

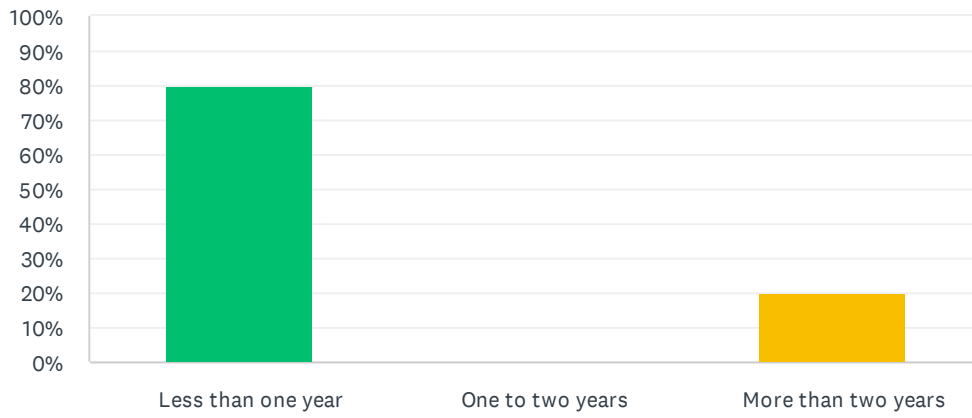
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	0.00%	0
65 to 74	0.00%	0
75 to 84	40.00%	2
85 or more	60.00%	3
<b>TOTAL</b>		<b>5</b>

### Q16 Your family member has lived at this LTC Home for:

Answered: 5 Skipped: 0

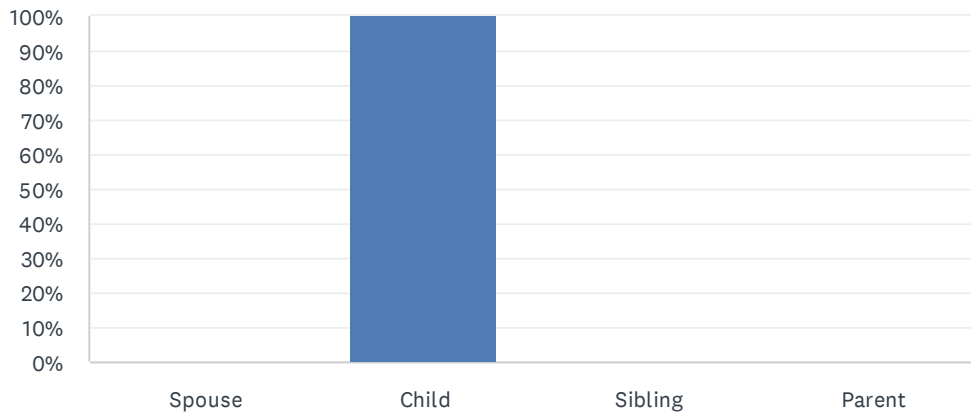


ANSWER CHOICES	RESPONSES	
Less than one year	80.00%	4
One to two years	0.00%	0
More than two years	20.00%	1
<b>TOTAL</b>		<b>5</b>



### Q17 Your relationship to the resident is:

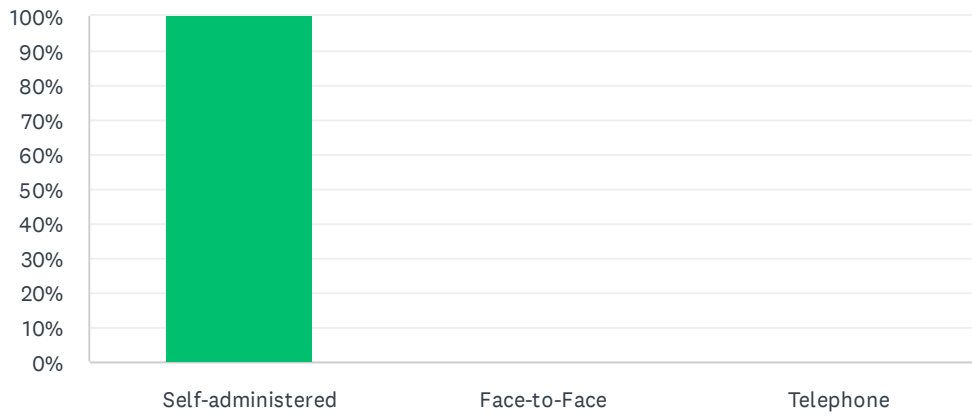
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spouse	0.00%	0
Child	100.00%	5
Sibling	0.00%	0
Parent	0.00%	0
<b>TOTAL</b>		<b>5</b>

### Q18 Survey Method:

Answered: 4 Skipped: 1



ANSWER CHOICES	RESPONSES
Self-administered	100.00% 4
Face-to-Face	0.00% 0
Telephone	0.00% 0
<b>TOTAL</b>	<b>4</b>

## Q19 Comments: Do you have any additional comments you'd like to share?

Answered: 2 Skipped: 3

#	RESPONSES	DATE
1	You're short staffed a lot. That takes away from the care residents require due to being too busy. Some agency staff have bad body odour as well.	9/20/2024 3:12 PM
2	The staff and managers at Caressant Care are kind and thoughtful and always take time to listen to my concerns. With the exception of the grounds keeping , I would recommend Caressant Care to others.	8/29/2024 5:46 PM