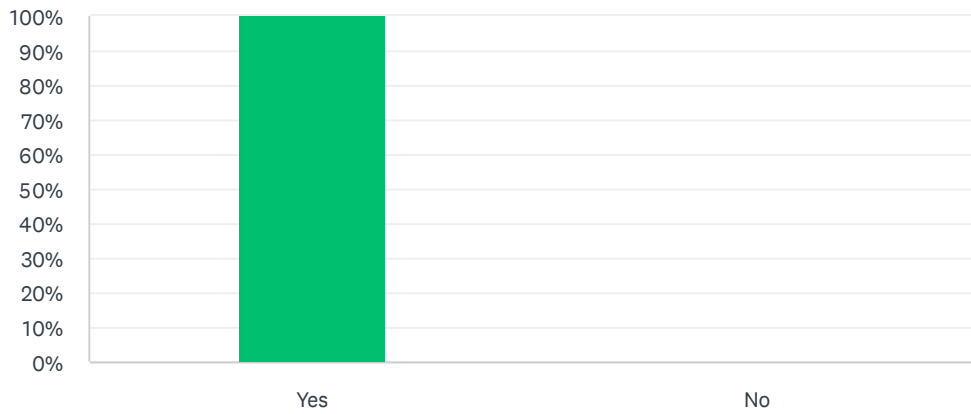


## Q1 Would you recommend this home to others?

Answered: 15 Skipped: 0

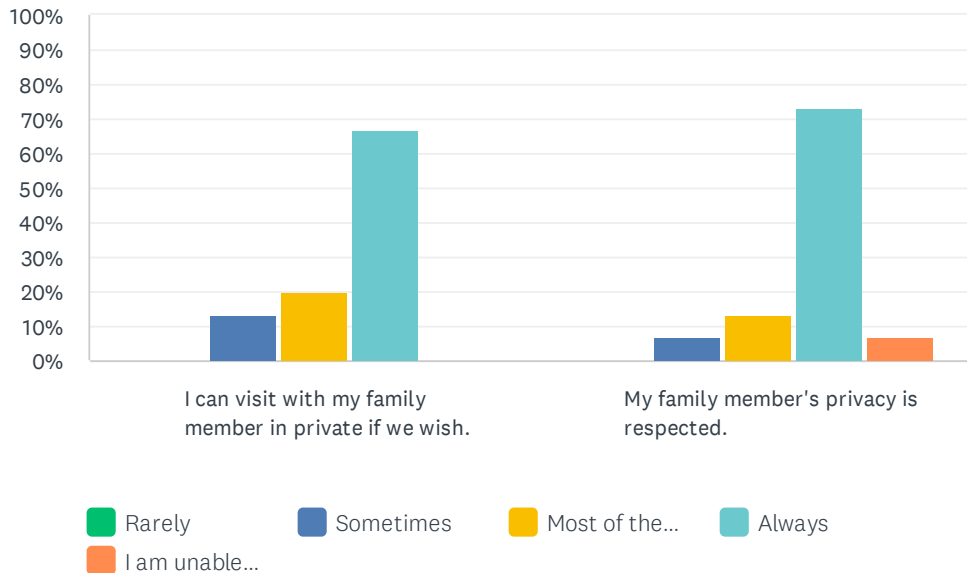


ANSWER CHOICES	RESPONSES	
Yes	100.00%	15
No	0.00%	0
TOTAL		15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	quality of care - cleanliness of building & rooms	4/29/2024 4:29 PM
2	yes, absolutely	4/26/2024 11:25 AM
3	residents are well cared for	3/19/2024 12:41 PM
4	Keep my mother clean and are very friendly with her.	1/29/2024 12:28 PM

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

Answered: 15 Skipped: 0

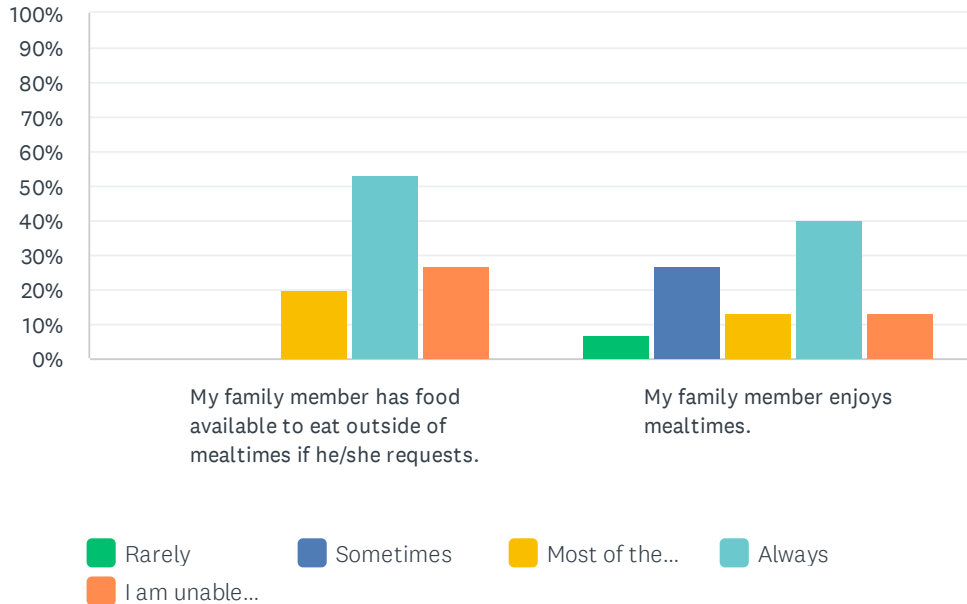


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
I can visit with my family member in private if we wish.	0.00% 0	13.33% 2	20.00% 3	66.67% 10	0.00% 0	15
My family member's privacy is respected.	0.00% 0	6.67% 1	13.33% 2	73.33% 11	6.67% 1	15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Sometimes when talking to her on phone (she is hard of hearing) the background noise, she or I have difficulty. Roommate often has staff in with her and they're noisy.	4/29/2024 4:29 PM
2	█ has an "ideal" roommate	4/26/2024 11:25 AM
3	It would be great if there was a comfortable room to have a private visit with my family member. Other than her room ( where there's no chair to sit on or the large room where everyone else is, there is nowhere private to visit.	2/26/2024 5:21 PM
4	It would be nice if there was a room with comfortable chairs for family to visit and not just in their room	1/29/2024 12:28 PM

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

Answered: 15 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	0.00% 0	20.00% 3	53.33% 8	26.67% 4	15
My family member enjoys mealtimes.	6.67% 1	26.67% 4	13.33% 2	40.00% 6	13.33% 2	15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	if she complains about something at meal she don't like I always tell her catch what you like next time. She complains of teeth - I keep her dental work up - also try to get her to understand at her age as we get aged our gums shrink & causes difficulty with chewing, sometimes and then there is a soft diet for those who don't chew.	4/29/2024 4:29 PM
2	The meat is usually very dry and my family member is unable to chew it	2/26/2024 5:21 PM
3	He eats more than he needs too!	1/29/2024 3:42 PM
4	The meat is usually dry or too tough for my mom to eat.	1/29/2024 12:28 PM

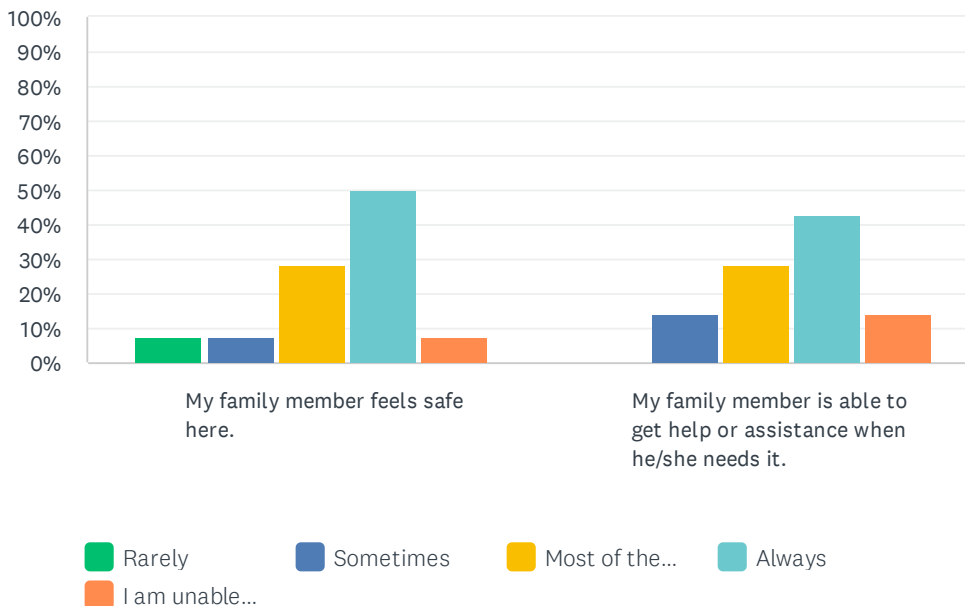
## Q4 Food suggestions that my family member would like to see on the menu are:

Answered: 9 Skipped: 6

#	RESPONSES	DATE
1	as I said if something they don't like at a meal they will get their favourite it'll come around. I think the meals are great.	4/29/2024 4:29 PM
2	less sugar	4/26/2024 11:25 AM
3	chicken/cake	2/28/2024 8:45 AM
4	Juicy meat. More flavorful food	2/26/2024 5:21 PM
5	More variety of flavorful soups and stews.	2/2/2024 8:35 PM
6	None.	1/29/2024 3:42 PM
7	No idea, resident is very satisfied with meals	1/29/2024 2:19 PM
8	At least one brand new meal each month. Poll the staff and get them to make suggestions.	1/29/2024 12:29 PM
9	Meatloaf, pork cutlets hamburgers liver	1/29/2024 12:28 PM

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

Answered: 14 Skipped: 1

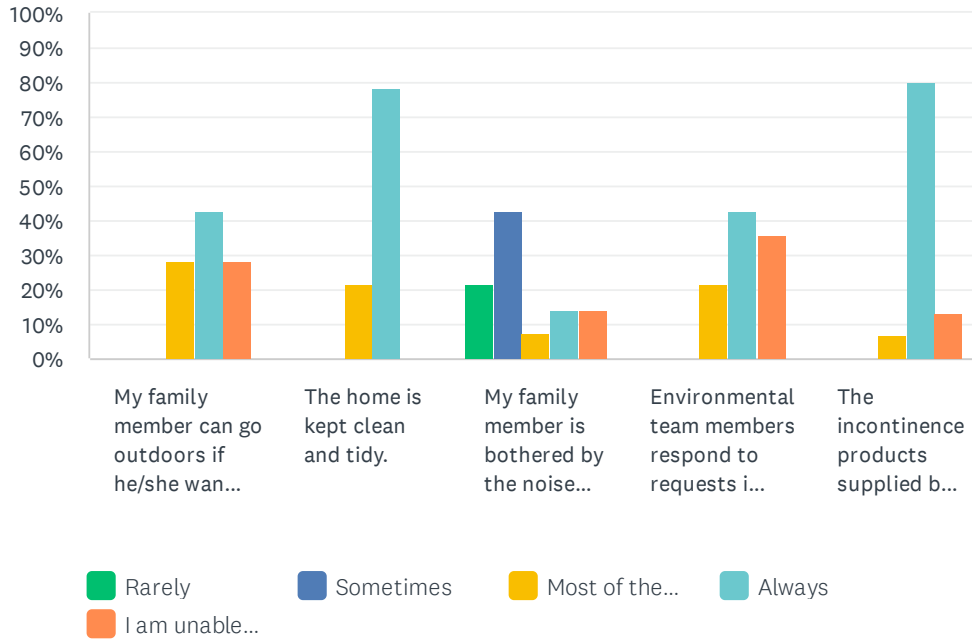


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member feels safe here.	7.14% 1	7.14% 1	28.57% 4	50.00% 7	7.14% 1	14
My family member is able to get help or assistance when he/she needs it.	0.00% 0	14.29% 2	28.57% 4	42.86% 6	14.29% 2	14

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I feel as their mind fails with age they say things that are not always the truth. I'm not there, so can't judge (the above) but no bedsores or bruises, I think the care is good	4/29/2024 4:29 PM
2	Becoming impatient with age	4/26/2024 11:25 AM
3	Will not ring bell	2/23/2024 3:35 PM
4	Sometimes response time is slow.to call bells.	2/2/2024 8:35 PM
5	Physically unable to get to the call button due to disability	1/30/2024 8:43 AM
6	There have been times when call bell was out of reach. Sometimes he's confused and calls me to help him to the washroom, forgetting about call bell.	1/29/2024 3:42 PM

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

Answered: 15 Skipped: 0

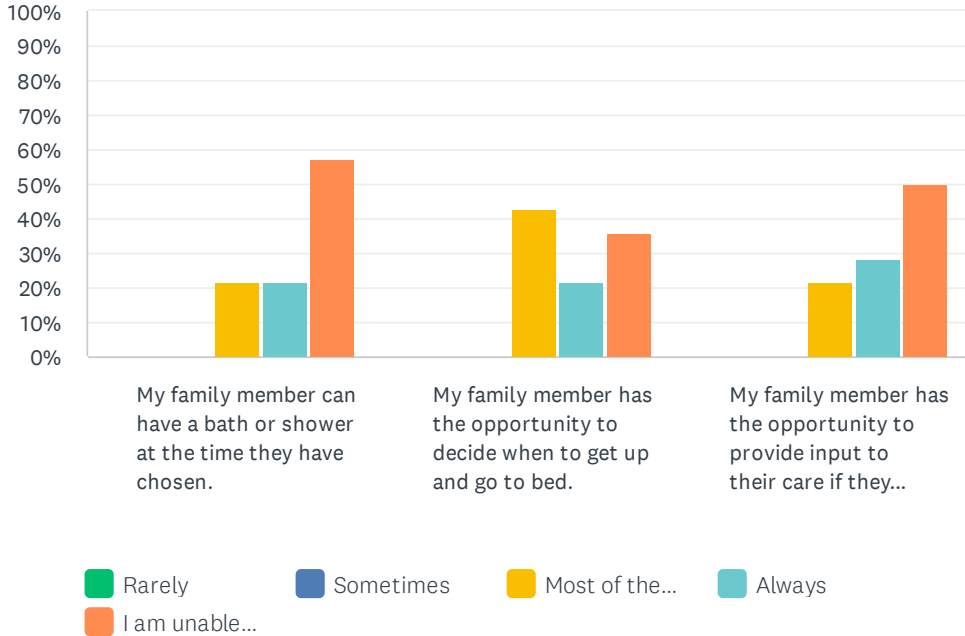


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member can go outdoors if he/she wants (with assistance if she/he needs it).	0.00% 0	0.00% 0	28.57% 4	42.86% 6	28.57% 4	14
The home is kept clean and tidy.	0.00% 0	0.00% 0	21.43% 3	78.57% 11	0.00% 0	14
My family member is bothered by the noise here.	21.43% 3	42.86% 6	7.14% 1	14.29% 2	14.29% 2	14
Environmental team members respond to requests in a timely manner.	0.00% 0	0.00% 0	21.43% 3	42.86% 6	35.71% 5	14
The incontinence products supplied by the home meets the needs of my family member (if applicable)	0.00% 0	0.00% 0	6.67% 1	80.00% 12	13.33% 2	15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I understand the busy-ness of staff, can't just drop work for 1 person. Re: noise; as I sated when I call her roommate and staff make a lot of noise laughing and talking, background noise hard to hear over	4/29/2024 4:29 PM
2	The call bells bother him, but it's something that he'll just have to get use to	1/29/2024 3:42 PM
3	My mother gets changed promptly, and is kept very clean.	1/29/2024 12:28 PM

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

Answered: 14 Skipped: 1

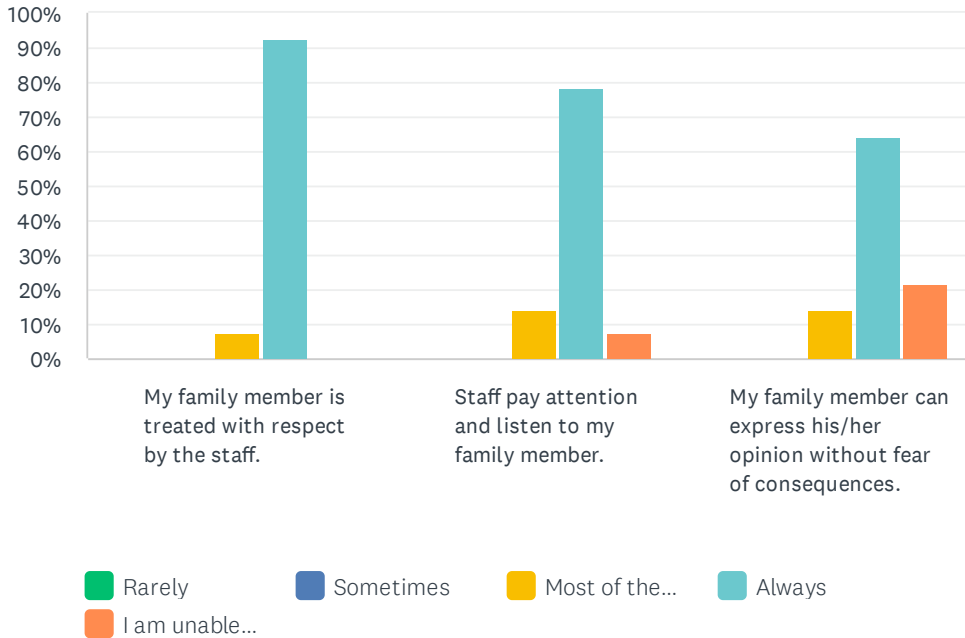


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member can have a bath or shower at the time they have chosen.	0.00% 0	0.00% 0	21.43% 3	21.43% 3	57.14% 8	14
My family member has the opportunity to decide when to get up and go to bed.	0.00% 0	0.00% 0	42.86% 6	21.43% 3	35.71% 5	14
My family member has the opportunity to provide input to their care if they wish.	0.00% 0	0.00% 0	21.43% 3	28.57% 4	50.00% 7	14

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	1) when her time again they're washed after. 2) whatever fits in schedule 3) assuming	4/29/2024 4:29 PM

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

Answered: 14 Skipped: 1



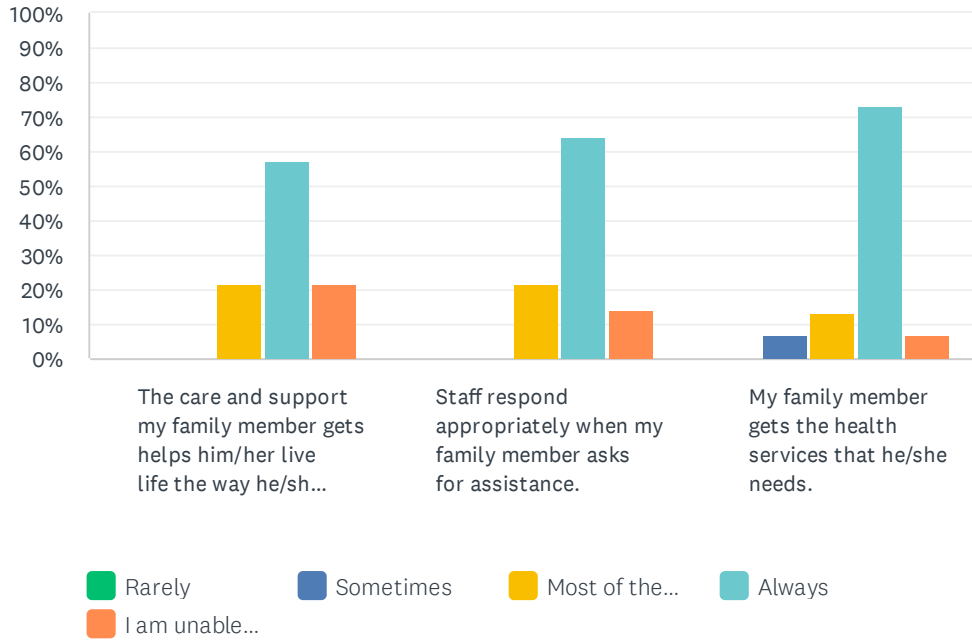
	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member is treated with respect by the staff.	0.00% 0	0.00% 0	7.14% 1	92.86% 13	0.00% 0	14
Staff pay attention and listen to my family member.	0.00% 0	0.00% 0	14.29% 2	78.57% 11	7.14% 1	14
My family member can express his/her opinion without fear of consequences.	0.00% 0	0.00% 0	14.29% 2	64.29% 9	21.43% 3	14

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	she gets upset with her clothes.	4/29/2024 4:29 PM
2	Staff are amazing	3/19/2024 12:41 PM
3	Satisfied with staff - very good	2/23/2024 3:35 PM



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

Answered: 15 Skipped: 0

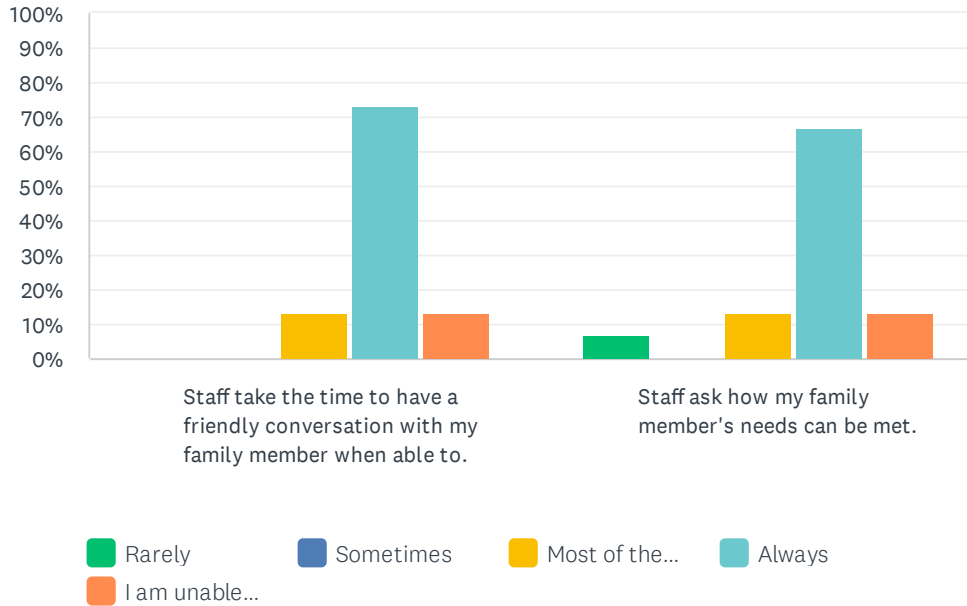


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
The care and support my family member gets helps him/her live life the way he/she wants.	0.00% 0	0.00% 0	21.43% 3	57.14% 8	21.43% 3	14
Staff respond appropriately when my family member asks for assistance.	0.00% 0	0.00% 0	21.43% 3	64.29% 9	14.29% 2	14
My family member gets the health services that he/she needs.	0.00% 0	6.67% 1	13.33% 2	73.33% 11	6.67% 1	15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I keep telling her there are others to care for also	4/29/2024 4:29 PM
2	Blood pressure and blood work should be checked more often	2/26/2024 5:21 PM
3	Teeth are not always cared for. Nails not always cared for. Hair not always brushed.	2/2/2024 8:35 PM

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

Answered: 15 Skipped: 0

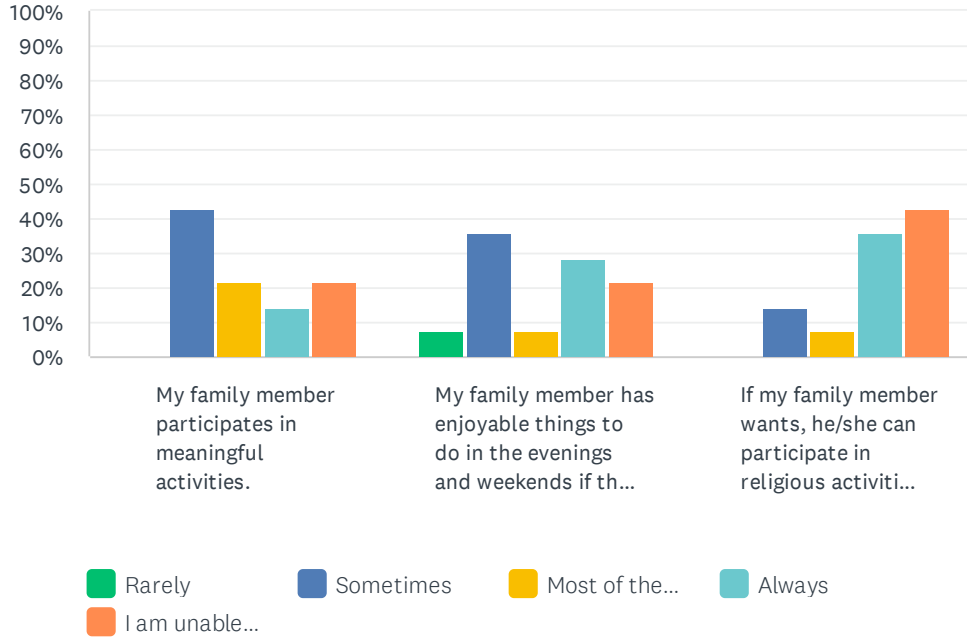


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
Staff take the time to have a friendly conversation with my family member when able to.	0.00% 0	0.00% 0	13.33% 2	73.33% 11	13.33% 2	15
Staff ask how my family member's needs can be met.	6.67% 1	0.00% 0	13.33% 2	66.67% 10	13.33% 2	15

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	there are some she is close to	4/29/2024 4:29 PM

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

Answered: 14 Skipped: 1



	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	42.86% 6	21.43% 3	14.29% 2	21.43% 3	14
My family member has enjoyable things to do in the evenings and weekends if they wish.	7.14% 1	35.71% 5	7.14% 1	28.57% 4	21.43% 3	14
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	0.00% 0	14.29% 2	7.14% 1	35.71% 5	42.86% 6	14

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	1) I can't say - I suggest (she attend) but she'd rather stay in her room. She gets upset when staff don't read Bible to her. I tell her they are busy and you're not the only one there. She can attend (programs, activities) when she wants.	4/29/2024 4:29 PM
2	█ has a personal belief that he prefers to keep private	4/26/2024 11:25 AM
3	My mom said there's not really much happening at the home on the weekends	1/29/2024 12:28 PM

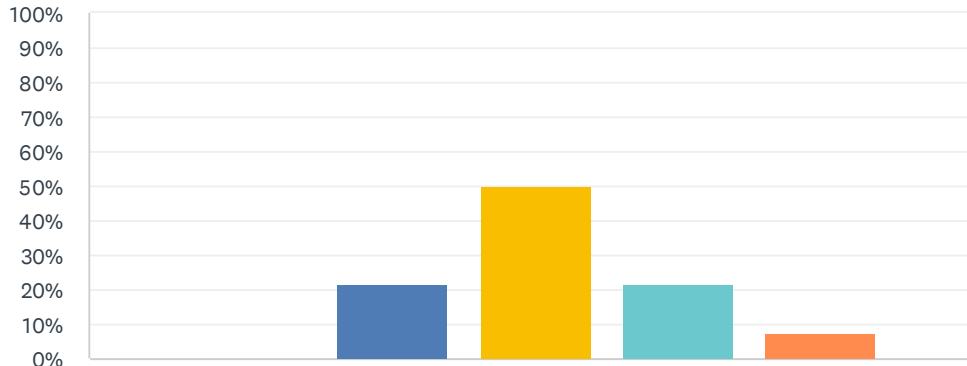
## Q12 Do you have any suggestions for activities that your family member may wish to participate in?

Answered: 6 Skipped: 9

#	RESPONSES	DATE
1	don't know - sometimes her attitude gets in the way and she states her arthritis hurts, but try to encourage her as she hurts either way.	4/29/2024 4:29 PM
2	Gardening	4/26/2024 11:25 AM
3	Gardening activities, more tactile activities. Manicures More animal interactions.	2/2/2024 8:35 PM
4	no	1/30/2024 8:08 AM
5	none	1/29/2024 3:42 PM
6	More excursions. Bring entertainers into the home ie. magicians. Also it is very common for residents to play video games.	1/29/2024 12:29 PM

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

Answered: 14 Skipped: 1



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

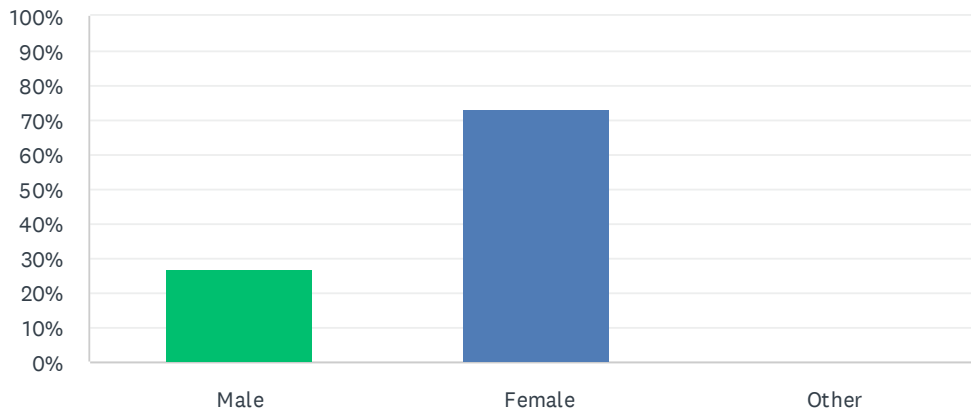
■ Rarely     
 ■ Sometimes     
 ■ Most of the...     
 ■ Always  
■ I am unable...

	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.	0.00% 0	21.43% 3	50.00% 7	21.43% 3	7.14% 1	14

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	██████ comes to read bible sometimes. Family won't come because of past.	4/29/2024 4:29 PM
2	██████ prefers solice	4/26/2024 11:25 AM

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

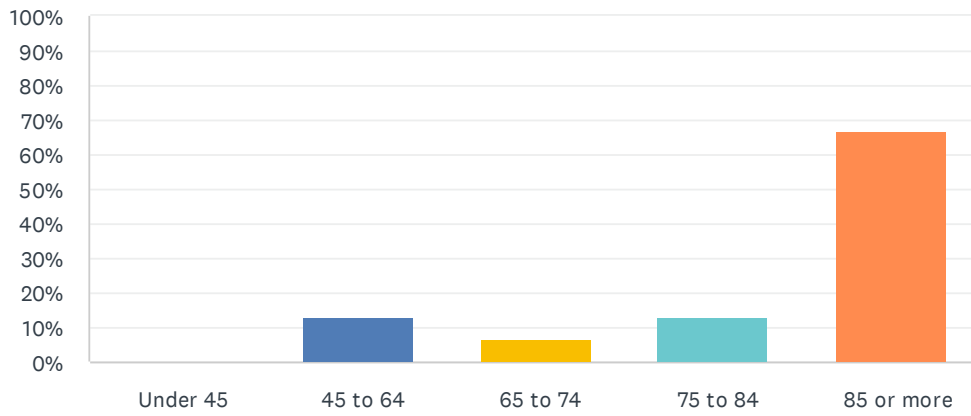
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	26.67%	4
Female	73.33%	11
Other	0.00%	0
<b>TOTAL</b>		<b>15</b>

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

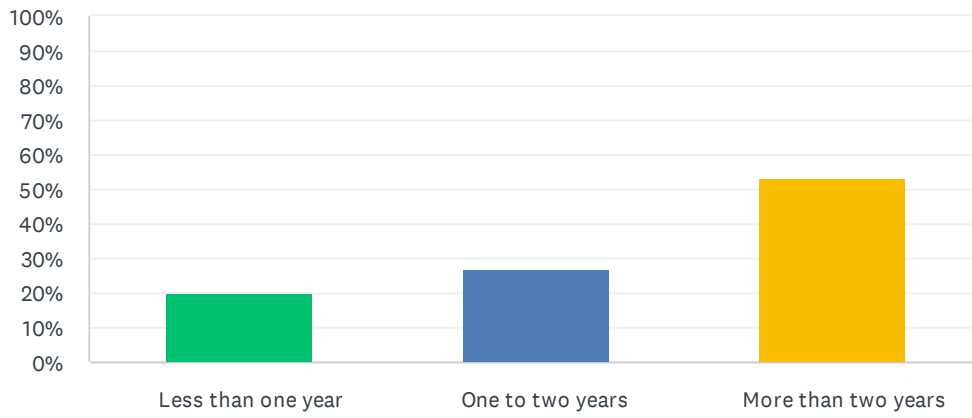
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES
Under 45	0.00% 0
45 to 64	13.33% 2
65 to 74	6.67% 1
75 to 84	13.33% 2
85 or more	66.67% 10
<b>TOTAL</b>	<b>15</b>

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

Answered: 15 Skipped: 0

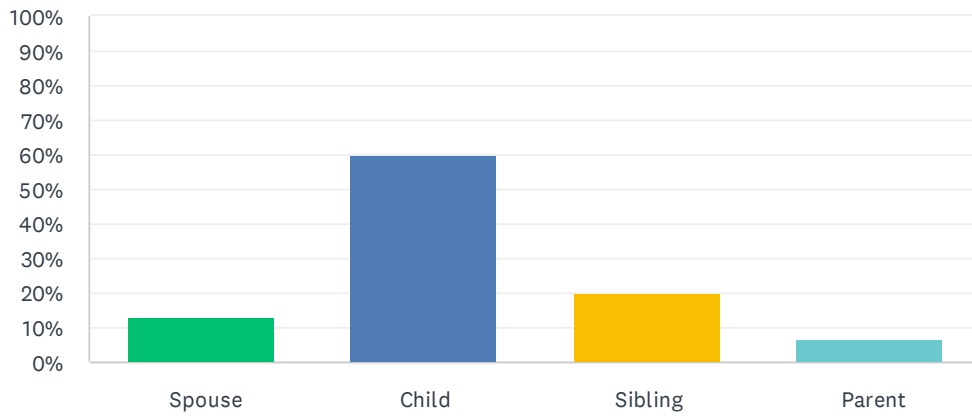


ANSWER CHOICES	RESPONSES
Less than one year	20.00% 3
One to two years	26.67% 4
More than two years	53.33% 8
TOTAL	15



### Q17 Your relationship to the resident is:

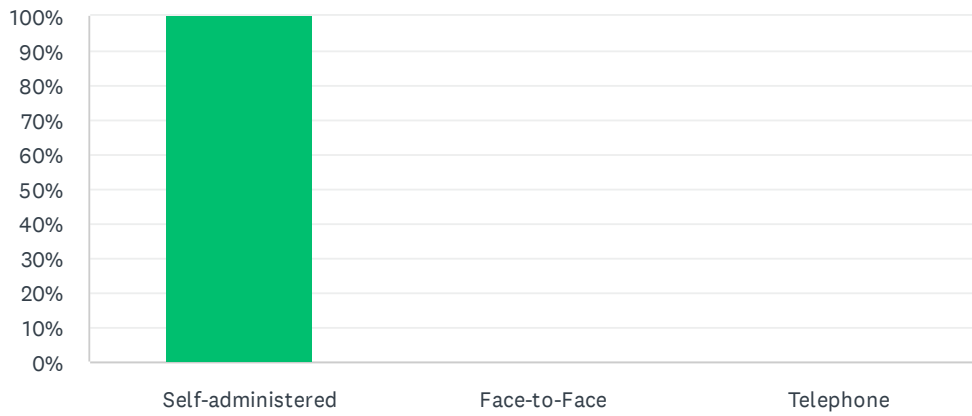
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spouse	13.33%	2
Child	60.00%	9
Sibling	20.00%	3
Parent	6.67%	1
<b>TOTAL</b>		<b>15</b>

### Q18 Survey Method:

Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Self-administered	100.00%	15
Face-to-Face	0.00%	0
Telephone	0.00%	0
<b>TOTAL</b>		<b>15</b>

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

Answered: 9 Skipped: 6

#	RESPONSES	DATE
1	I would like her to socialize more but she won't leave her room.	4/29/2024 4:29 PM
2	If ever [REDACTED] is inconsolable simply refer to me and he will comply. I am very pleased with the care and attention that [REDACTED] is receiving. He was extremely ill before he arrived here and I am grateful for the improvement in his health and mental state. Thank you with all sincerity, [REDACTED]	4/26/2024 11:25 AM
3	Great job! Dr, nurses, PSW and all other staffing. Our family is so pleased with the care our loved one is receiving. We have no complaints at this time. Staff go above and beyond to keep him safe, clean and content in his surroundings.	3/19/2024 12:41 PM
4	Very pleased with Caessant Care Marmora	2/23/2024 3:35 PM
5	I am really bothered by the fact that I have to walk through a cloud of cigarette smoke in order to reach the front door of the facility. The residents that are smokers need a better place to smoke than the parking lot or the front path. Bylaws are not being observed and as a non smoker I feel that my rights are not being observed or respected every time I visit the LTC building. Sometimes up to 3 people in wheelchairs are blocking my path and smoking in front of the doors. The cigarette butts on the ground are also very unsightly. A better solution is needed for all involved.	2/2/2024 8:35 PM
6	no	1/30/2024 8:08 AM
7	I love the staff and programs that the nursing home has. Only thing that I can think of is during the last outbreak, my family got sick and I wasn't notified that he was on the list. I do understand that things get crazy during outbreaks, but maybe a quick email update would be an idea. Takes less time than a phone call but still informs the family of residents condition.	1/29/2024 3:42 PM
8	I would like to see families have the option to include hair care, foot care, prescriptions etc. on the monthly bill and have this automatically deducted. Much more use of email rather than phone calls. Possibly using an app for communication notifications.	1/29/2024 12:29 PM
9	I would like more activities, better tasting food, and more attention to my mother's medical issues. A nice room to visit privately would be great.	1/29/2024 12:28 PM

**Q20 If you would like to be contacted regarding your comments please leave your name and contact information below. Please note surveys are only summarized semiannually so if your concern is time sensitive please contact the Executive Director.**

Answered: 2 Skipped: 13

ANSWER CHOICES	RESPONSES
Name	100.00% 2
Company	0.00% 0
Address	0.00% 0
Address 2	0.00% 0
City/Town	0.00% 0
State/Province	0.00% 0
ZIP/Postal Code	0.00% 0
Country	0.00% 0
Email Address	100.00% 2
Phone Number	100.00% 2

#	NAME	DATE
1	[REDACTED]	4/29/2024 4:29 PM
2	[REDACTED]	4/26/2024 11:25 AM

#	COMPANY	DATE
	There are no responses.	

#	ADDRESS	DATE
	There are no responses.	

#	ADDRESS 2	DATE
	There are no responses.	

#	CITY/TOWN	DATE
	There are no responses.	

#	STATE/PROVINCE	DATE
	There are no responses.	

#	ZIP/POSTAL CODE	DATE
	There are no responses.	

#	COUNTRY	DATE
	There are no responses.	

#	EMAIL ADDRESS	DATE
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