

2025

2025 Resident & Family Satisfaction Survey Results

Section 1: Survey Overview

About the Surveys....

The Resident and Family Satisfaction Survey were carried in out in November/December of 2025 and are utilized as an annual continuous quality indicator ensuring the voice of the *service users*, i.e. our Residents and their families is heard by the *service provider*, i.e. the Home. Surveys were completed by 18 family members (SDM's) and 56 residents - where some were completed independently or with the support of Recreation staff.

As a "*service provider*", we are always looking for opportunities to secure valuable feedback from our "*service users*", our residents and their families and our challenge is to be open to the feedback, respond to it and grow!

Survey Scoring: focus areas for follow up in our Quality Improvement Plan are identified as Strongly Agree + Agree survey responses that scored below 75% and/or any Strongly Disagree + Disagree that scored greater than 25%

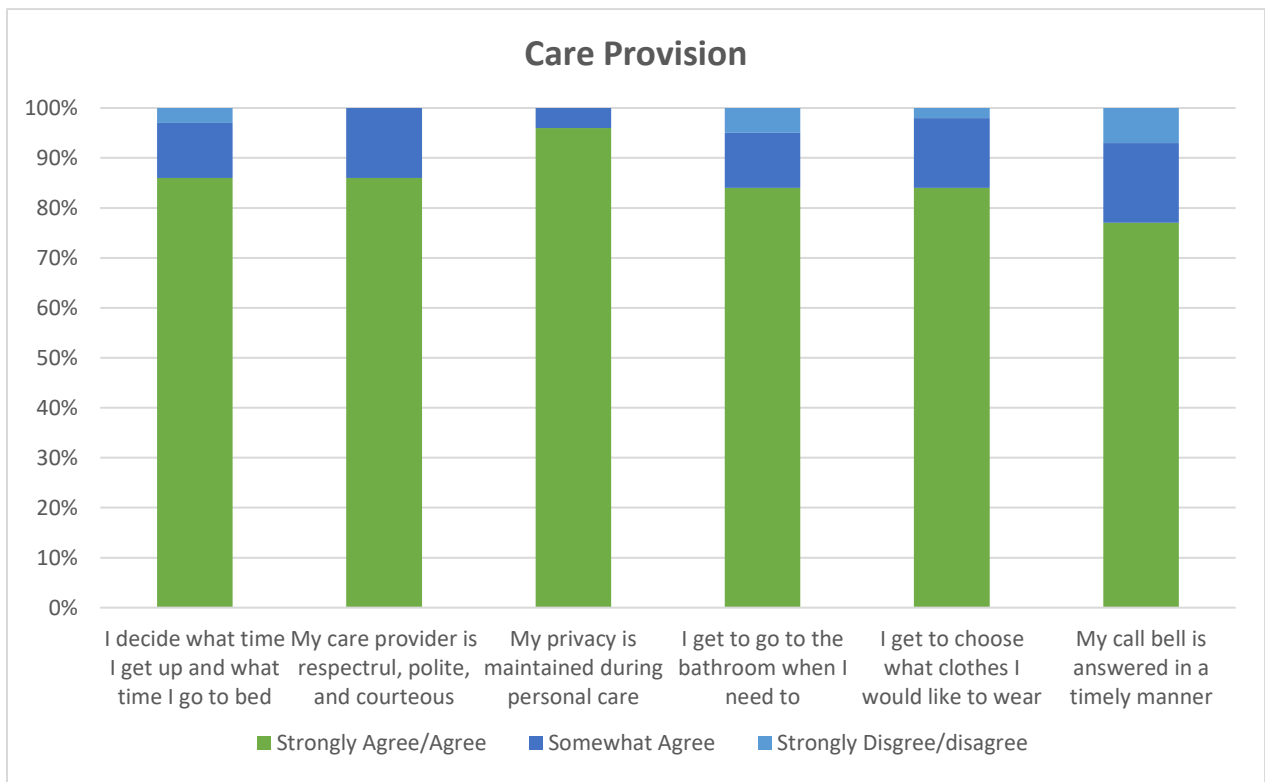
Very special thanks to everyone that has contributed to our feedback highway.... your insights / experiences are greatly appreciated!



Resident Survey Results

Care Provision – Part I

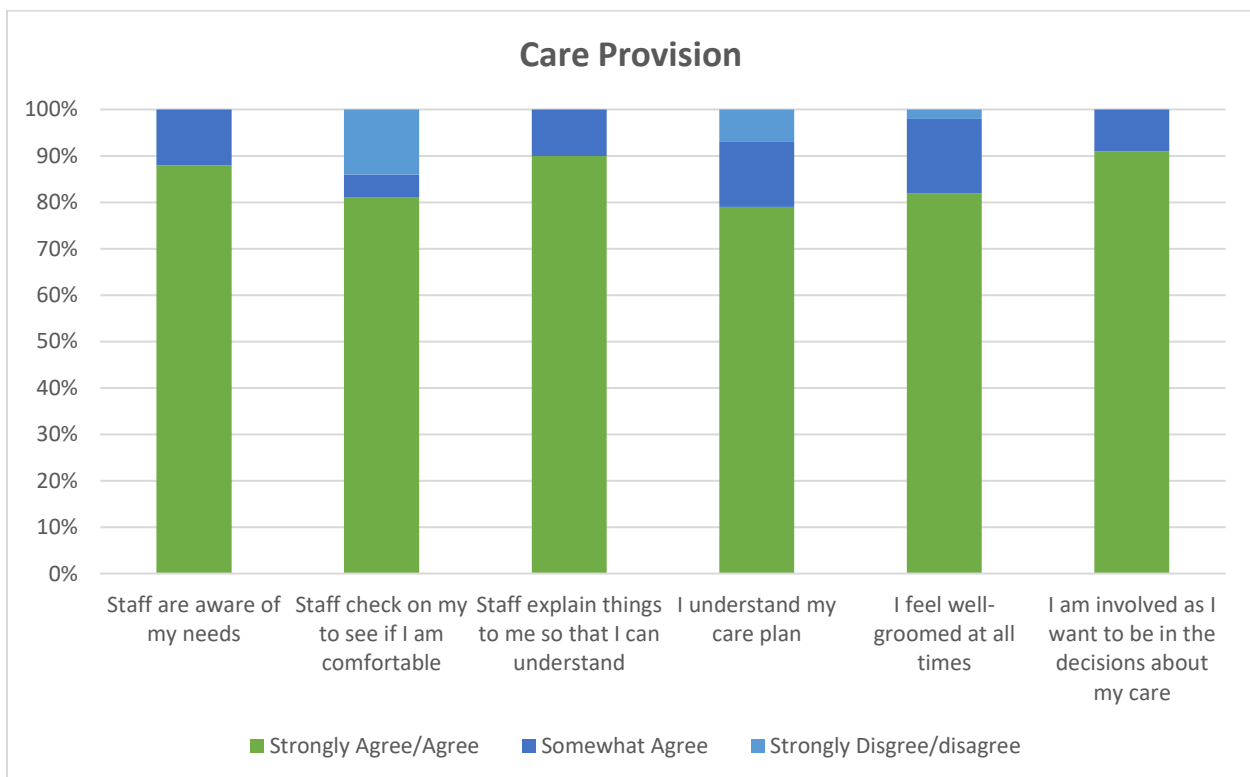
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I decide what time I get up and what time I go to bed.	86%	11%	3%
My care provider is respectful, polite and courteous.	86%	14%	0%
My Privacy is maintained during personal care.	96%	4%	0%
I get to go to the bathroom when I want.	84%	11%	5%
I get to choose what clothes I wear.	84%	14%	2%
My call bell is answered in a timely manner.	77%	16%	7%



Resident Survey Results

Care Provision – Part II

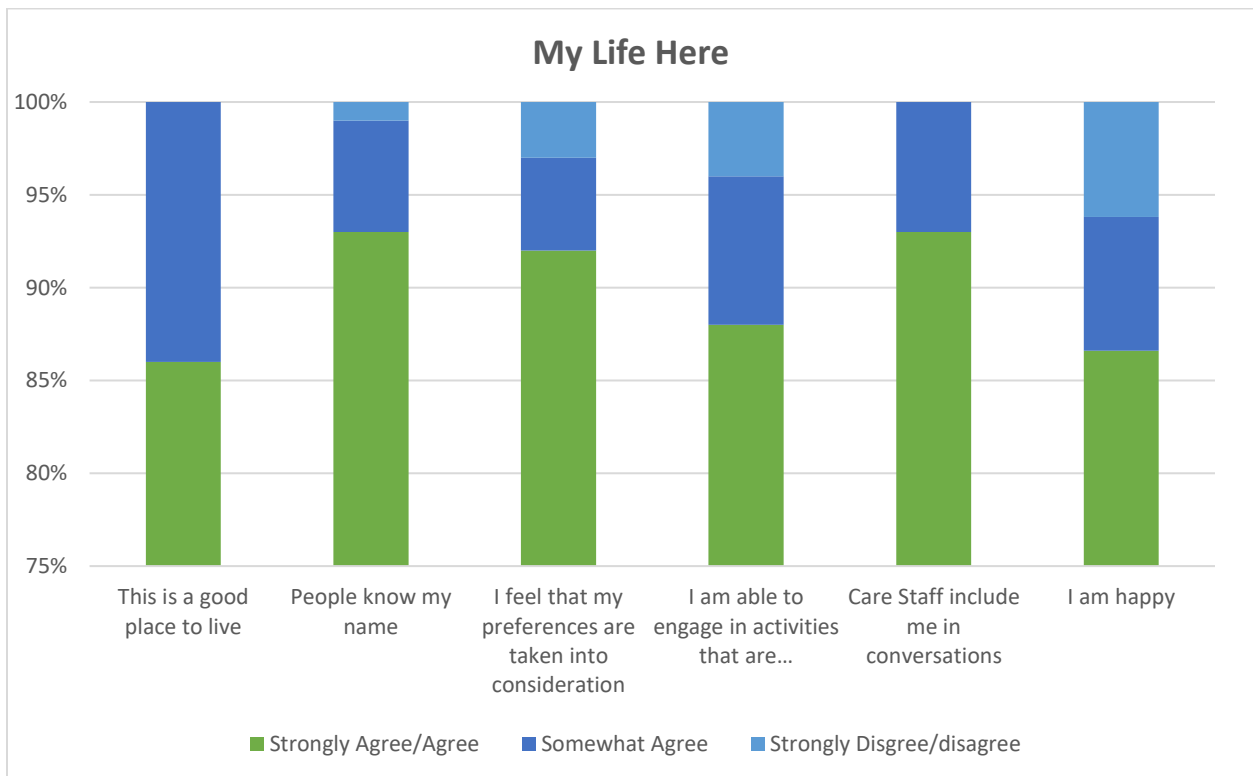
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree	Unsure
Staff are aware of my needs	88%	12%	0%	
Staff check on me to see if I am comfortable	81%	5%	14%	
Staff explain things to me so that I can understand	90%	10%	0%	
I understand my care plan	79%	14%	7%	
I feel well-groomed at all times	82%	16%	2%	
I am involved as I want to be in the decisions about my care	91%	9%	0%	



Resident Survey Results

My Life Here – Part I

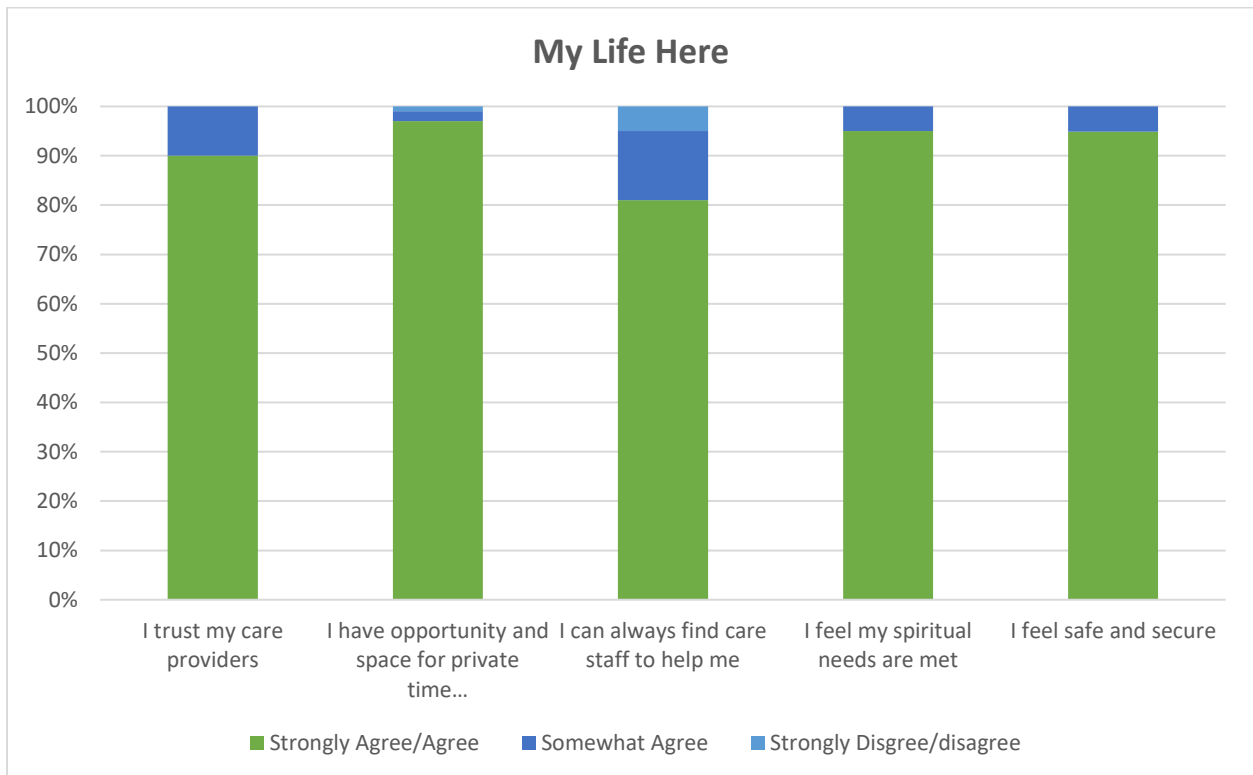
Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
This is a good place to live	86%	14%	0%
People know my name.	93%	6%	1%
I feel that my preferences are taken into consideration	92%	5%	3%
I am able to engage in activities that are meaningful to me	88%	8%	4%
Staff include me in conversations.	93%	7%	0%
I am happy	84%	7%	9%



Resident Survey Results

My Life Here – Part II

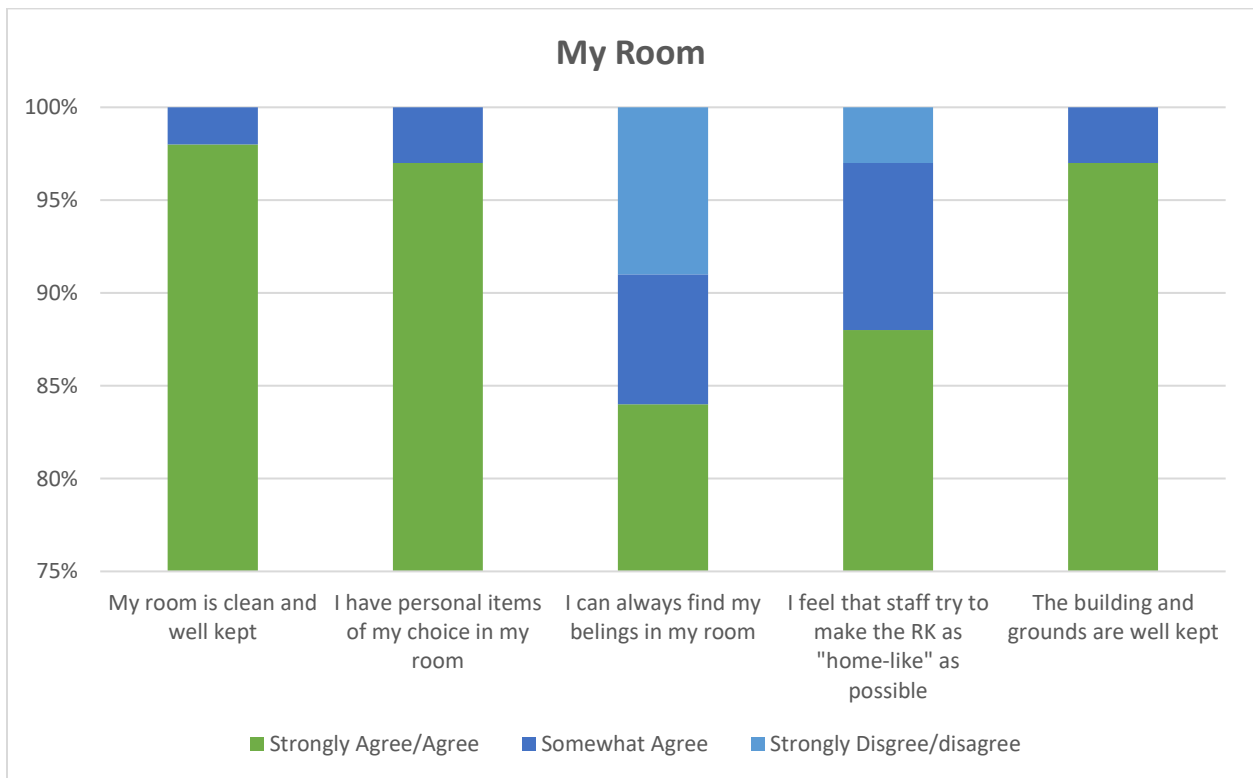
Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I trust my care providers	90%	10%	0%
I have opportunity and space for private time	97%	2%	1%
I can always find care staff to help me	81%	14%	5%
I feel my spiritual needs are met.	95%	5%	0%
I feel safe and secure	93%	5%	2%



Resident Survey Results

My Room

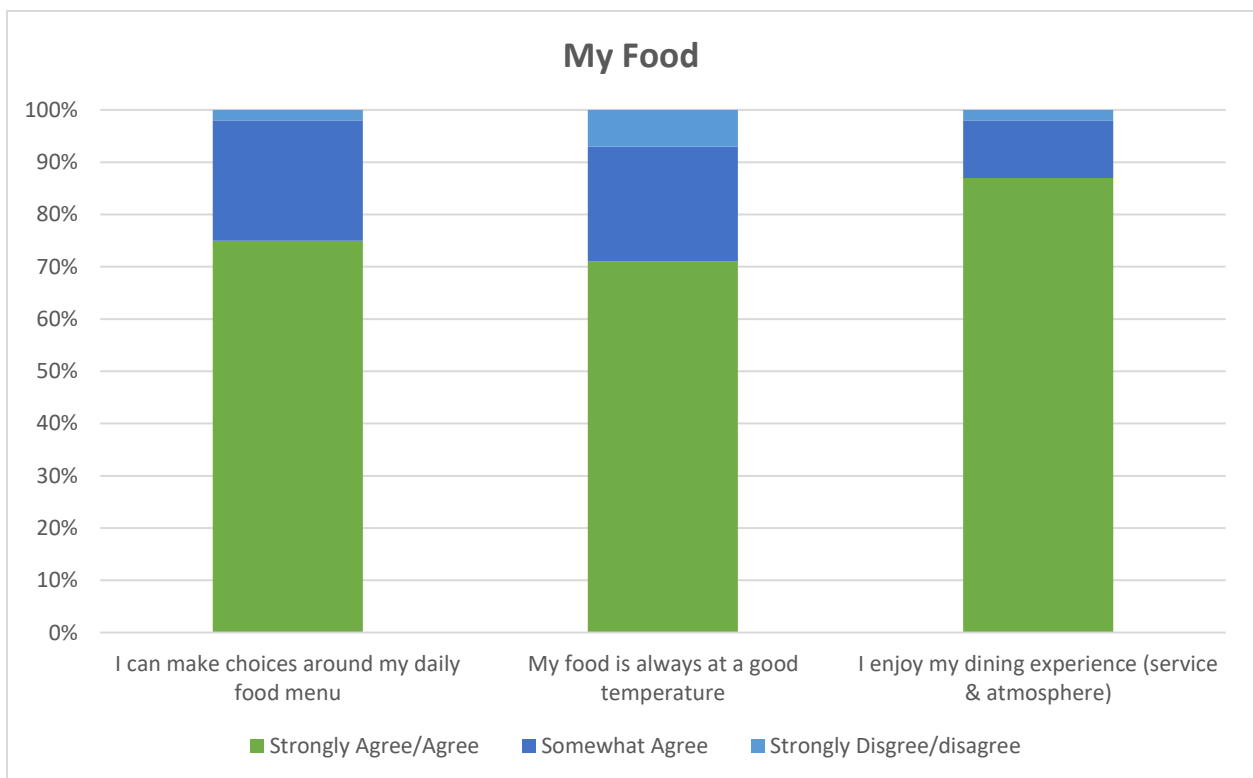
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
My room is clean and well kept	98%	2%	0%
I have personal items of my choice in my room	97%	3%	0%
I can always find my belongings in my room	84%	7%	9%
I feel there is a "home-like" environment here	88%	9%	3%
The building and grounds are well kept	97%	3%	0%



Resident Survey Results

My Food

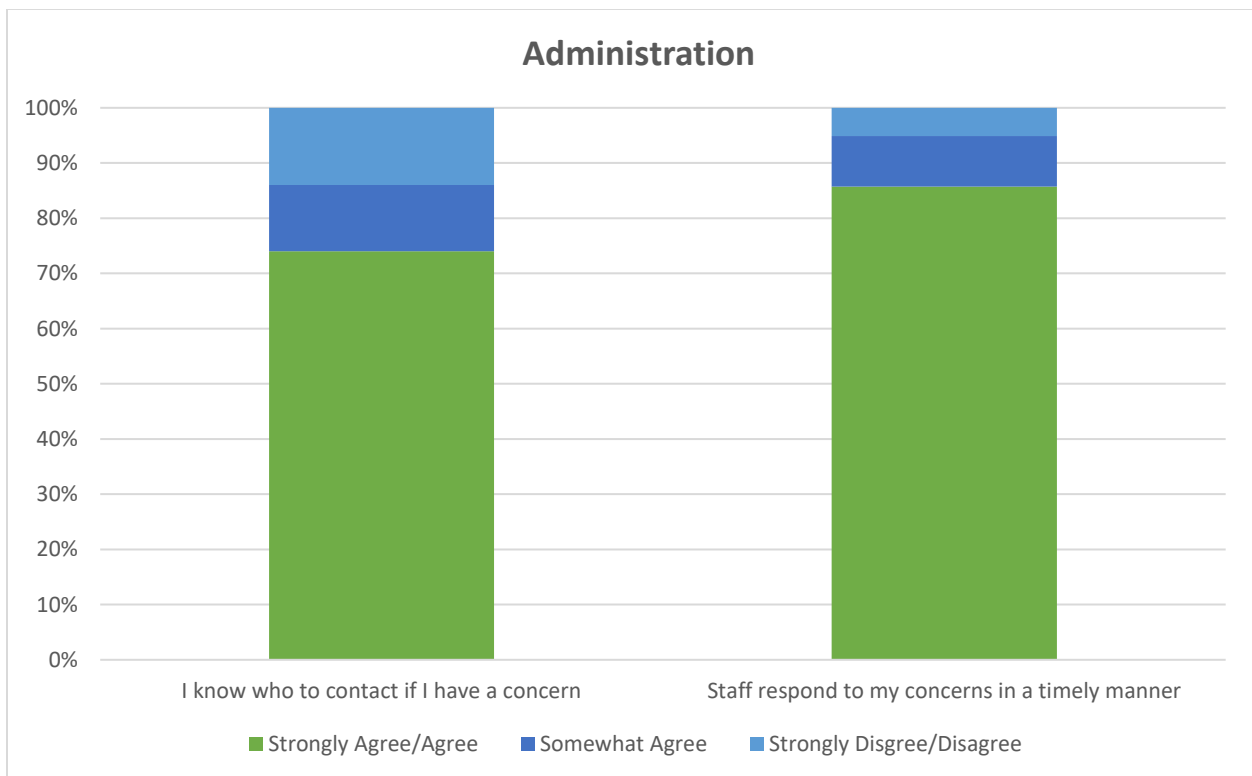
Questions	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I can make choices around my daily food menu	75%	23%	2%
My food is always at a good temperature	71%	22%	7%
I enjoy my dining experience (service and atmosphere)	87%	11%	2%



Resident Survey Results

Administration

Question	Strongly Agree/Agree	Somewhat Agree	Strongly Disagree/Disagree
I know who to contact if I have a concern	74%	12%	14%
Staff respond to my concerns in a timely manner	84%	9%	7%

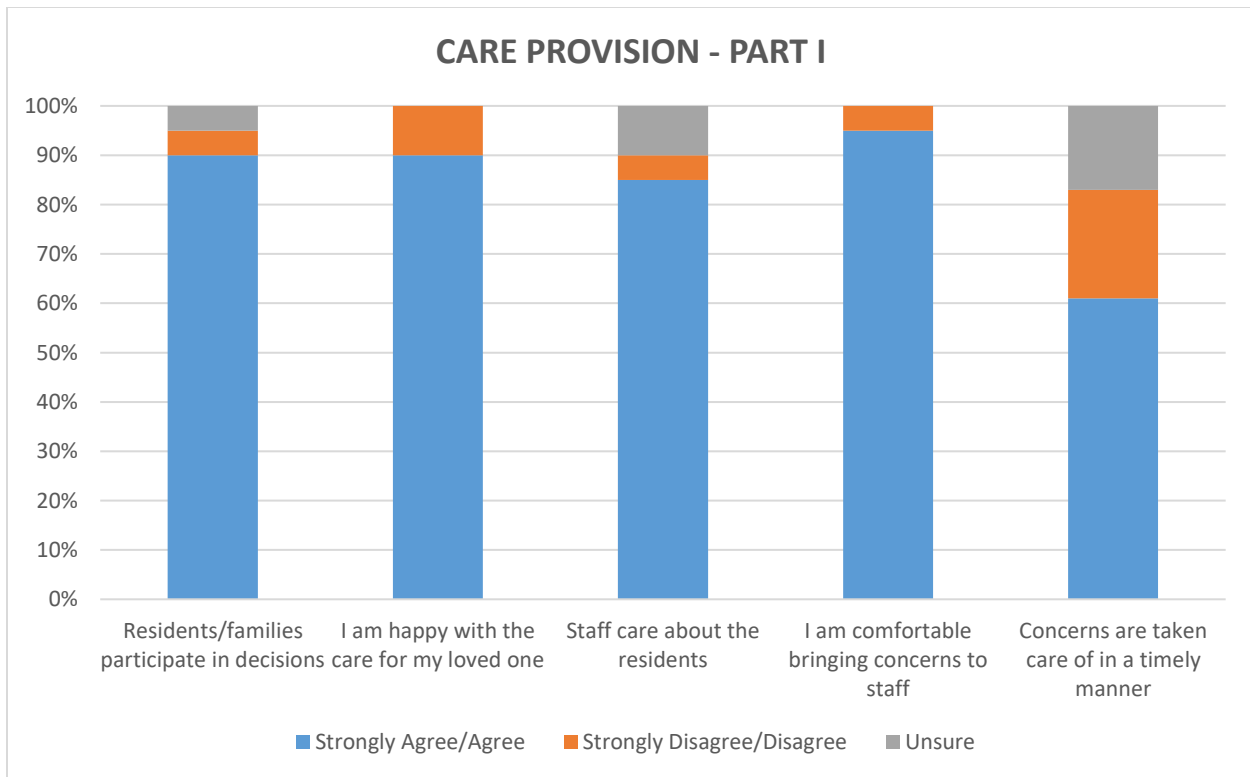




Family Satisfaction Survey Results

CARE PROVISION – PART I

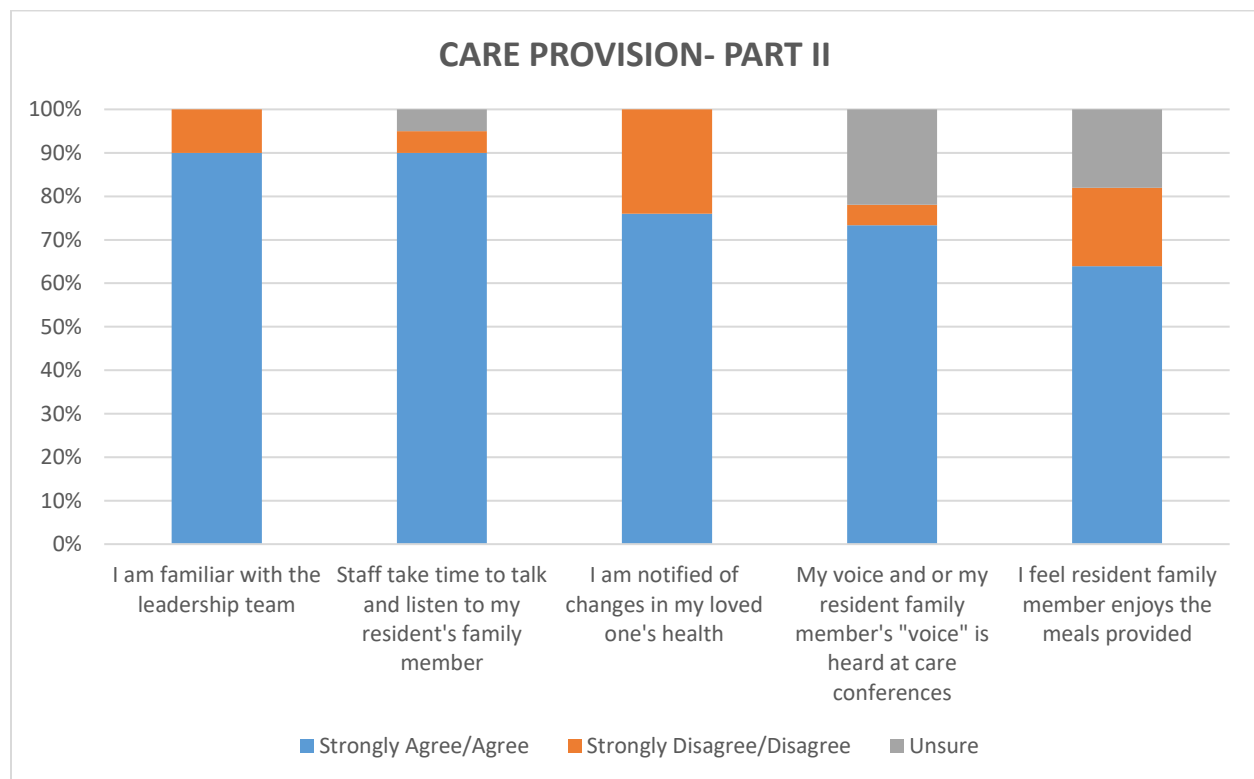
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
Residents & families participate in decisions	90%	5%	5%
I am happy with the care for my loved one	90%	10%	0%
Staff care about residents	85%	5%	10%
I am comfortable bringing concerns to staff	95%	5%	0%
Concerns are taken care of in timely manner	61%	22%	17%



Family Satisfaction Survey Results

CARE PROVISION –PART II

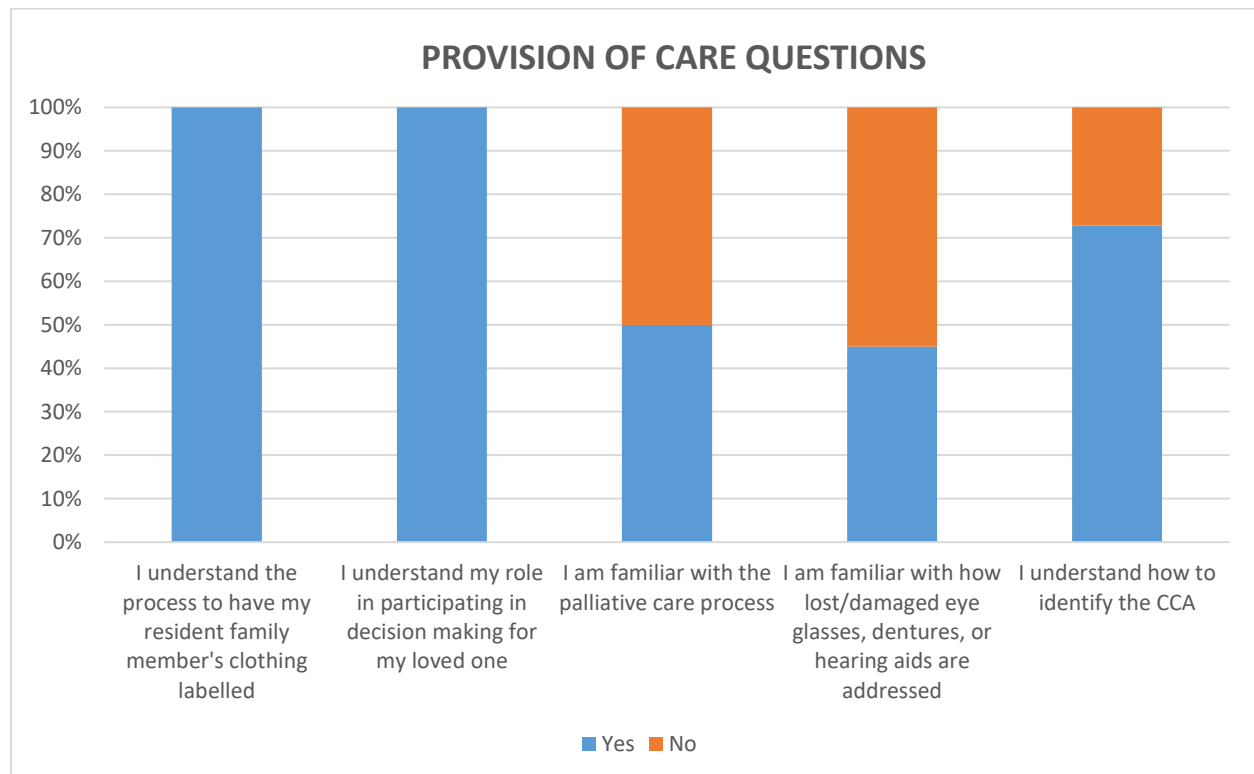
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
I am familiar with the leadership team	90%	10%	0% (Unsure) & 1 (NA)
Staff take time to talk and listen to my resident’s family member	90%	5%	5%
I am notified of changes in my resident’s family member’s health	76%	24%	0% (Unsure) & 1 (NA)
My voice and or my resident family member’s “voice” is heard at care conferences	77%	5%	23%
I feel resident family member enjoys the meals provided.	78%	22%	0%



Family Satisfaction Survey Results

PROVIDING CARE QUESTIONS – PART III

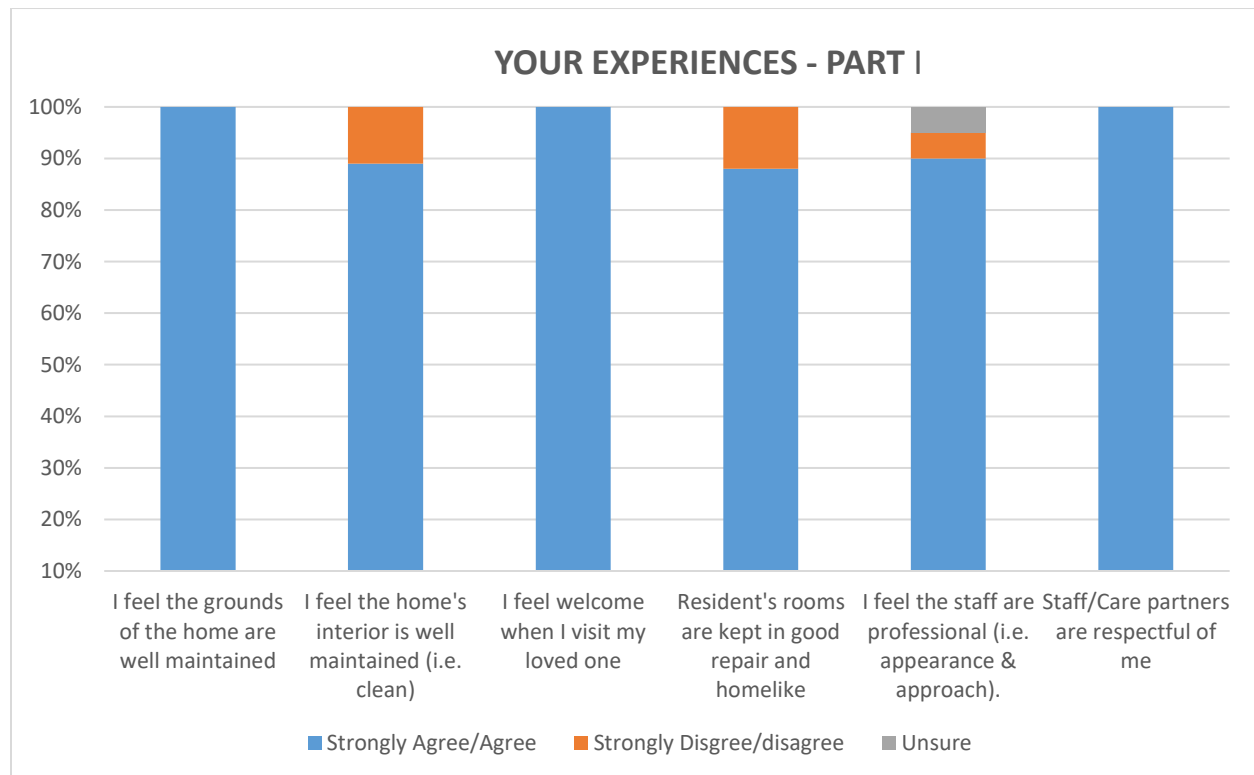
Question	Yes	No
I understand the process to have my resident family member’s clothing labelled	100%	0%
I understand my role in participating in decision making for my loved one	100%	0%
I am familiar with the palliative care process	50%	50%
I am familiar with how lost/damaged eye glasses, dentures or hearing aids are addressed	45%	55%
I understand how to identify the Continuing Care Assistant (CCA) that is assigned to my loved one	67%	33%



Family Satisfaction Survey Results

YOUR EXPERIENCES – PART I

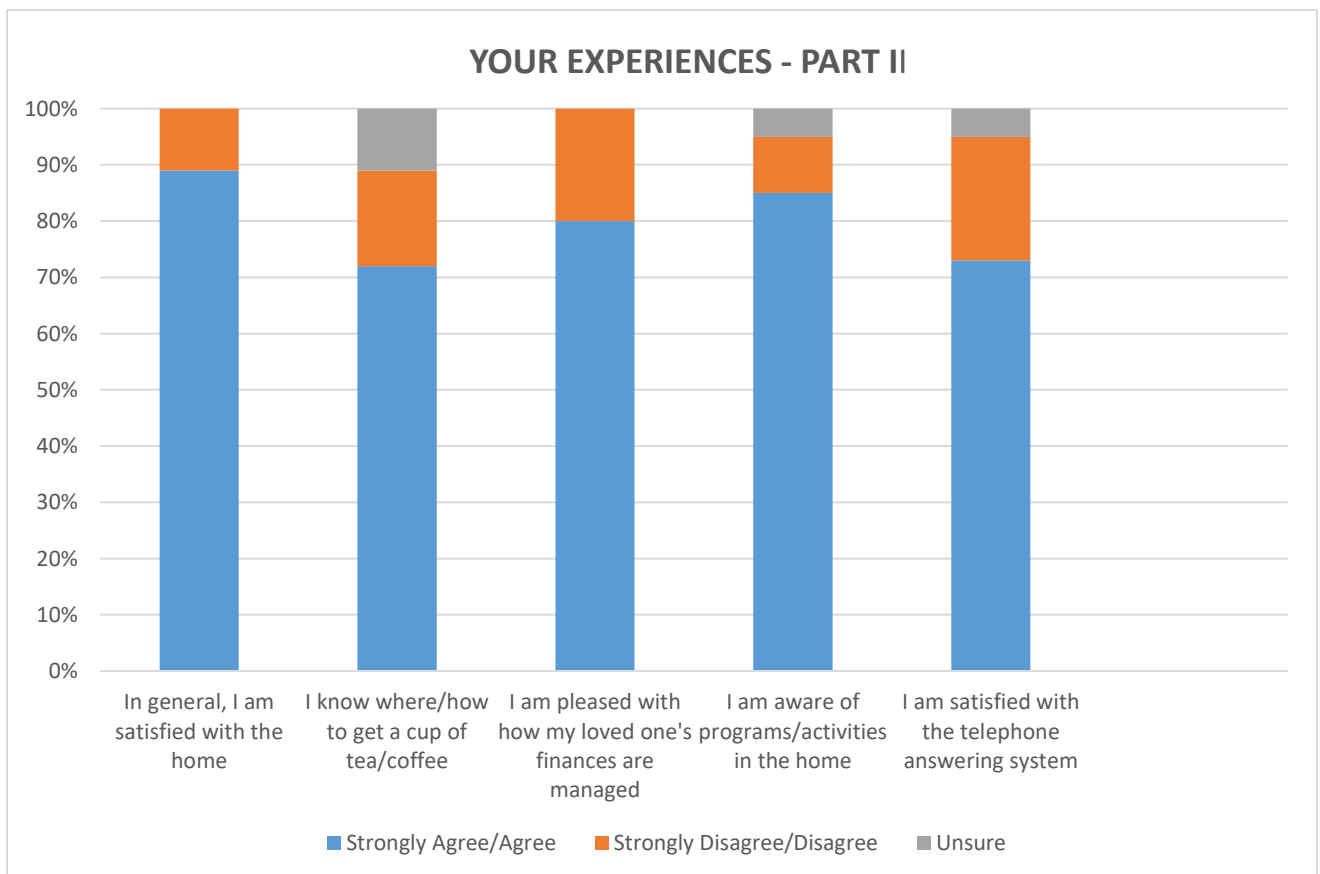
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
I feel the grounds of the facility are well maintained	100%	0%	0%
I feel the home's interior if well maintained (i.e. clean)	89%	11%	0%
I feel welcome when I visit my loved one	100%	0%	0%
Resident's rooms are kept in good repair and homelike	88%	12%	0% & 1 (NA)
I feel the staff are professional (i.e. appearance & approach)	90%	5%	5%
Staff/Care partners are respectful of me	100%	0%	0%



Family Satisfaction Survey Results

YOUR EXPERIENCES – PART II

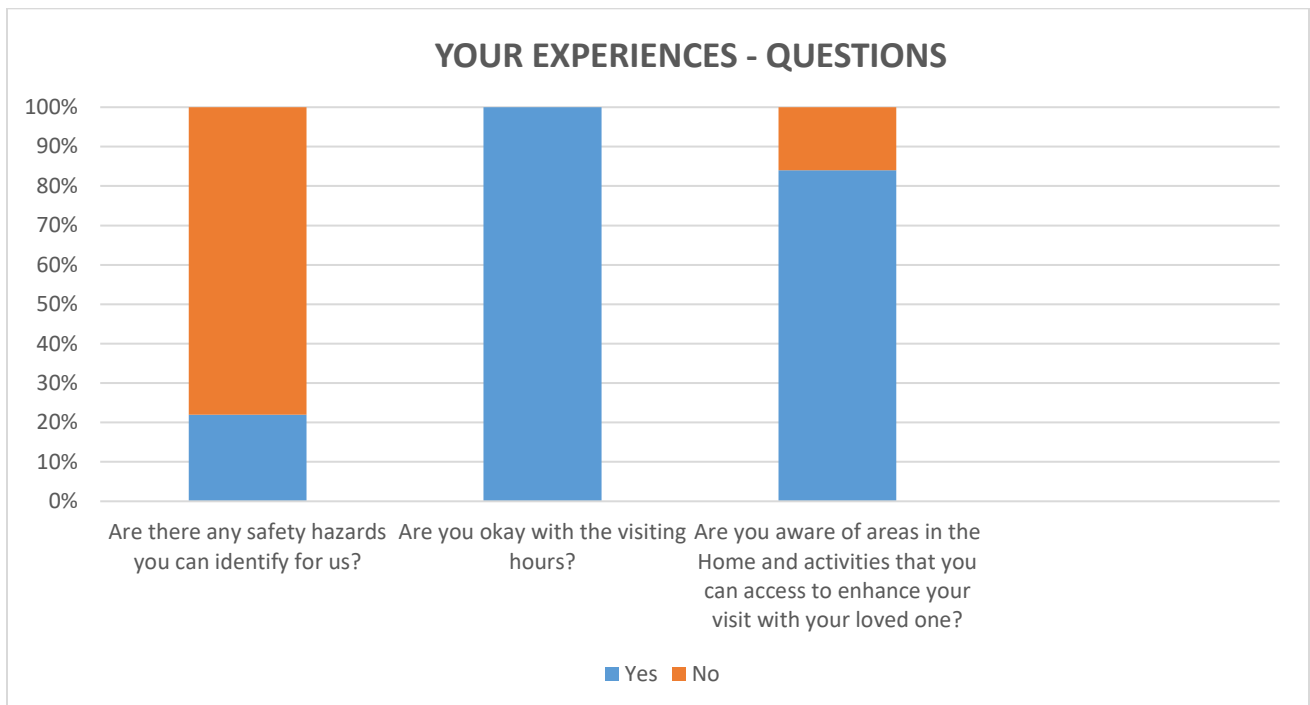
Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
In general, I am satisfied with the home	89%	11%	0%
I know where/how to get a cup of tea/coffee	72%	17%	11%
I am pleased with how my loved one's finances are managed	88%	12%	0%
I am aware of social programs/activities in the home	85%	10%	5%
I am satisfied with the telephone answering system	73%	22%	5%



Family Satisfaction Survey Results

YOUR EXPERIENCES QUESTIONS – PART III

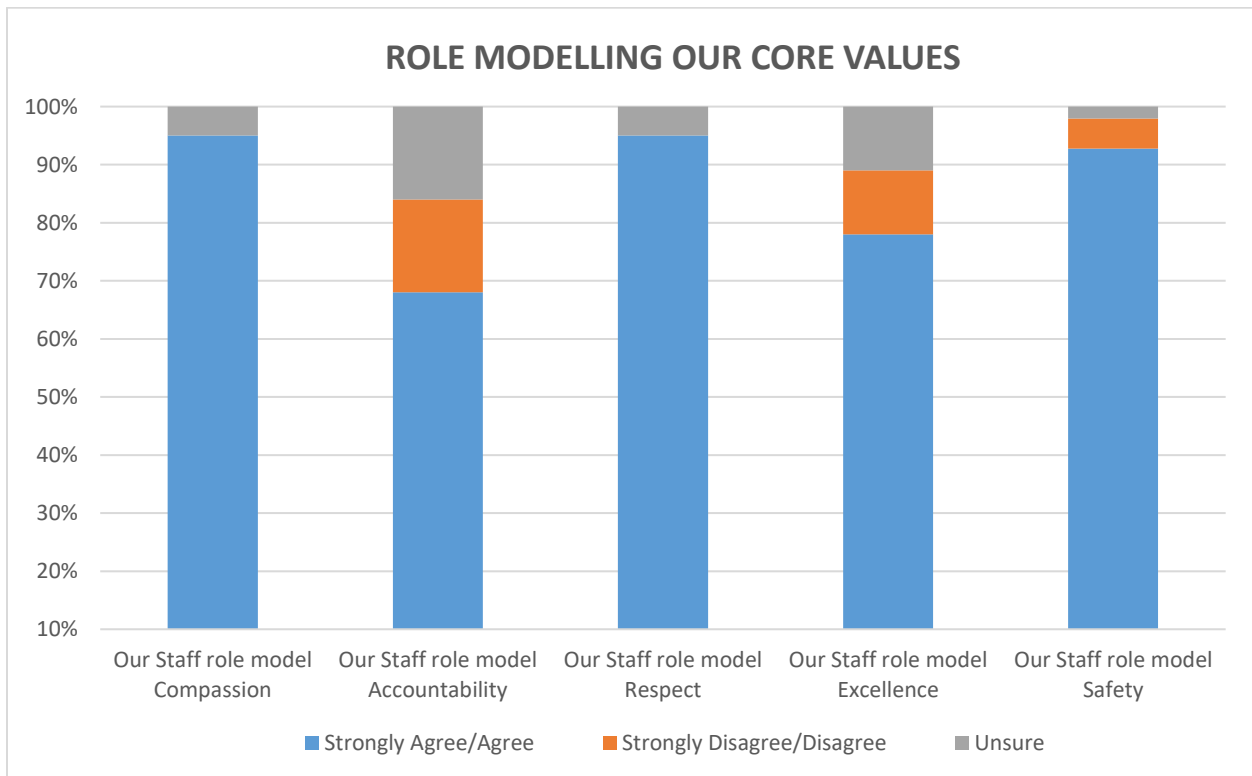
Question	Yes	No
Are there any safety hazards you can identify for us?	22%	78%
Are you okay with the visiting hours?	100%	0%
Are you aware of areas in the Home and activities that you can access to enhance your visit with your loved one?	84%	16%



Family Satisfaction Survey Results

ROLE MODELLING OUR CORE VALUES

Questions	Strongly Agree/Agree	Strongly Disagree/Disagree	Unsure
Our Staff role model our core value of Compassion	95%	0%	5%
Our Staff role model our core value of Accountability	68%	16%	16%
Our Staff role model our core value of Respect	95%	0%	5%
Our Staff role model our core value of Excellence	78%	11%	11%
Our Staff role model our core value of Safety	90%	5%	5%







Resident & Family Surveys - CEO Summary – 2025

For clarity, when the survey refers to *care staff*, this means all of us! Where survey results reflect the need for improvement, we're all engaged to make those improvements and where survey results reflect excellence in care, we all celebrate what each of us brings to the RK team, to our residents and their families.

A review of this year's survey shows once again the RK team is living our mission of *"Providing loving, dignified quality care, and enabling people to live full and abundant lives"*

For instance, the Resident Satisfaction Survey presents 7 categories, consisting of 33 questions and the average score for "Strongly Agree/Agree" was 85.7%. As well the Family Satisfaction Survey presented 7 categories, with 34 survey questions and the average score for "Strongly Agree/Agree" was 83.8%. Pretty awesome!

However, on reviewing the survey questions, we're noticing some ambiguity in our questions, and we've missed opportunity to dig deeper for feedback. For example, we asked *"Are there any safety hazards you can identify for us?"* Twenty-two respondents said "Yes", and we didn't provide an opportunity to for folks to tell us about them, which would enable us to specifically address the safety issue. From the ambiguity perspective, questions presented are not department or area specific which sometimes makes it difficult to identify the service area in need of support/improvement.

This survey has identified a key area in need of exploring – communications! As many of you have / are experiencing the emotional challenges presented with a family member living in long-term care, on admission you would have received pages of print material supporting the admission process. This survey tells us a lot of information gets missed and likely adds to family members frustration when they have questions, and are uncertain where to find the answers. For example, the survey asked *"I am familiar with the palliative care process"*, and 55% of the respondents said "no". So instead of presenting palliative care information during the admission process, let's add the discussion on our palliative care processes as an agenda item at the resident's initial 6-week care conference!

The same can be said about some of our processes; how we deal with lost glasses, hearing aids, or our phone system. We need to really promote the use of the Resident's Handbook as a quick reference tool.

As always, we offer a very special thanks to all those who provided feedback. Please know it is very much appreciated and helps us to grow as service providers!

Terry MacIntyre, CEO

File: Directors (T) Drive: Resident Family Surveys / Final Survey Report 25 / Draft 2025 Report





