



2024
Resident and Family
Satisfaction Survey
Results



2024 Resident and Family Satisfaction Survey Results

The 2024 Resident and Family Satisfaction Surveys, available through Survey Monkey from October 21 to December 13, 2024, included responses from 33 residents and 30 families.

Key highlights of the results:

Category	% Positive Score
Dignity	88%
Autonomy	95%
Quality of Care	90%
Staff	92%
Living Environment	92%
Activities	78%
Food	85%

Strengths:

- Quality of Care – good personal care provided, recommend home to others
- Staff – supportive, respectful, caring
- Living Environment - feels like home, safe and secure, clean

Opportunities:

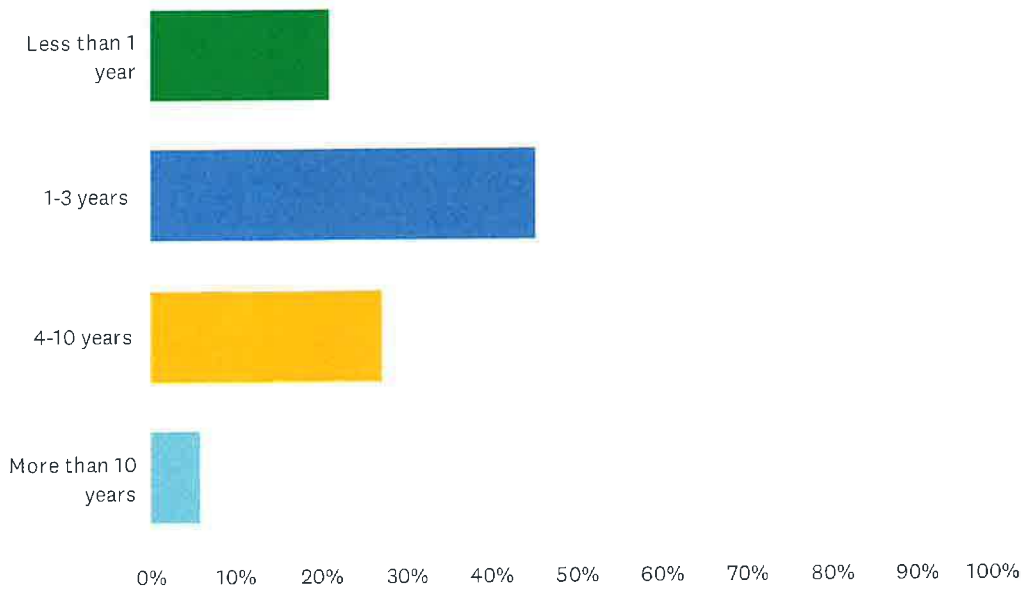
- Communication - improve communication with staff and the medical team
- Programming - enhance physio program; more group exercise; more variety
- Food - vending machines for residents and visitors; refreshments for visitors; improve temperature of food; more meal and snack options

Resident and Family Satisfaction Surveys are completed annually. The surveys provide us with valuable information and ideas on how to improve and maintain all aspects of care. Evaluation and follow up throughout the year allow us to adapt and make changes to better serve our resident population.

2024 Resident Satisfaction Survey Results

Q1 How long have you lived at Lanark Lodge?

Answered: 33 Skipped: 0



ANSWER CHOICES

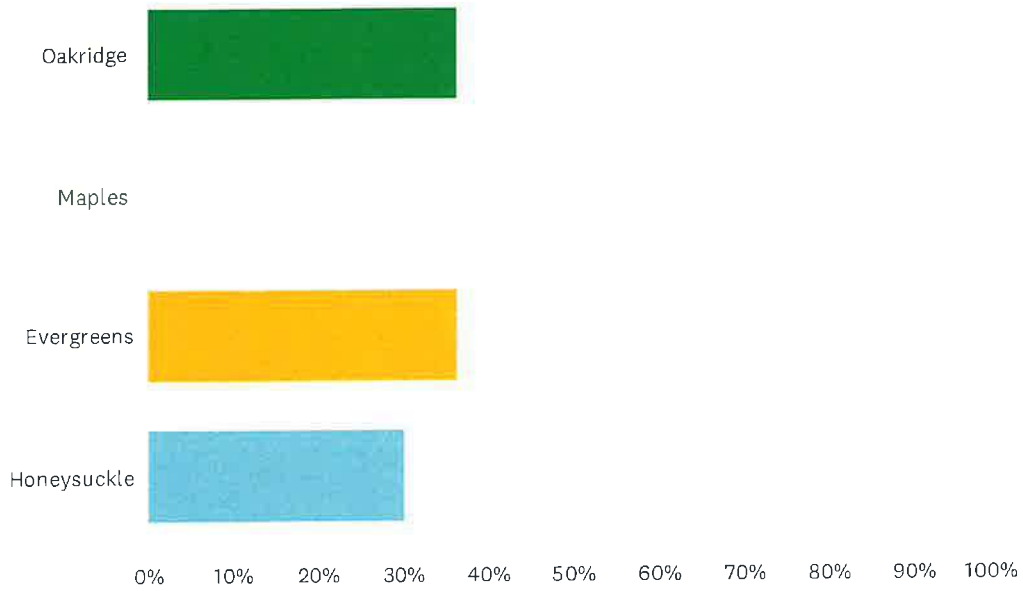
- Less than 1 year
- 1-3 years
- 4-10 years
- More than 10 years
- Total Respondents: 33

RESPONSES

Less than 1 year	21.21%	7
1-3 years	45.45%	15
4-10 years	27.27%	9
More than 10 years	6.06%	2

Q2 Which neighbourhood do you live in:

Answered: 33 Skipped: 0



ANSWER CHOICES

Oakridge

Maples

Evergreens

Honeysuckle

Total Respondents: 33

RESPONSES

36.36%

0.00%

36.36%

30.30%

12

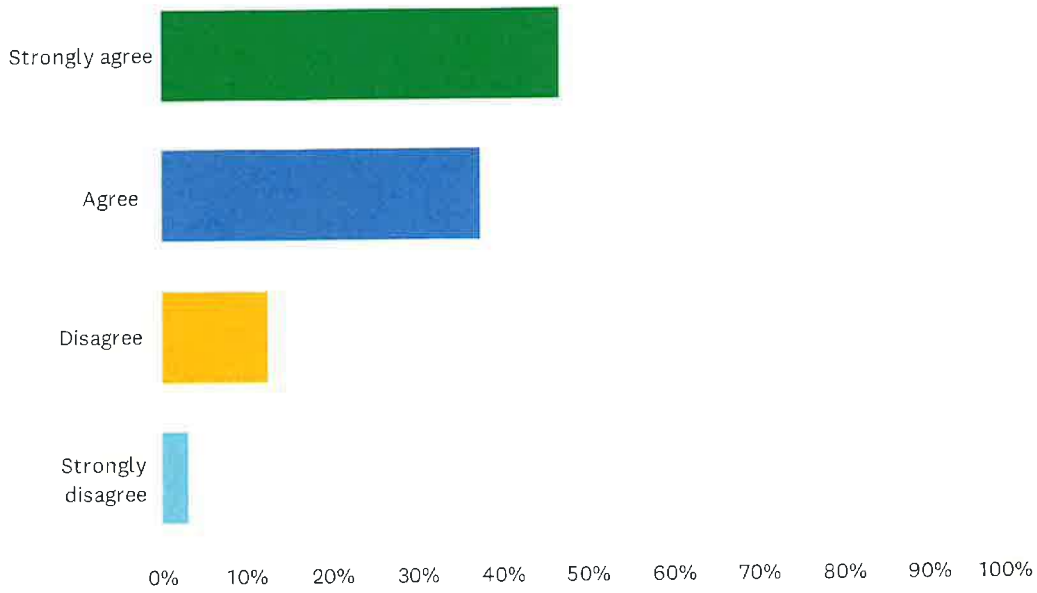
0

12

10

Q3 I am treated with kindness, fairness, respect and dignity.

Answered: 32 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 32

RESPONSES

46.88%

37.50%

12.50%

3.13%

15

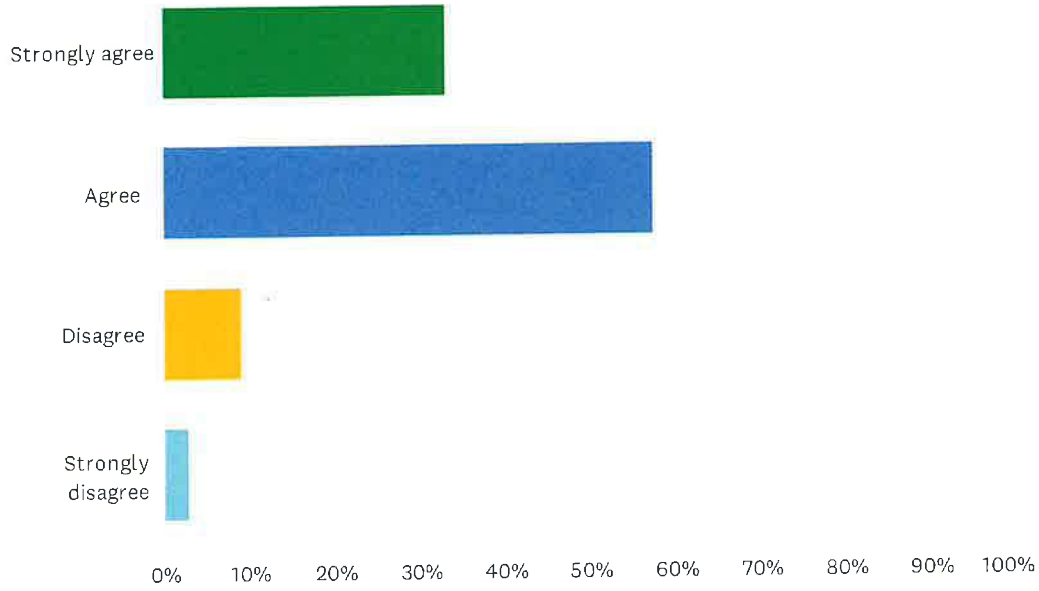
12

4

1

Q4 I feel that team members respect my personal privacy.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

33.33%

57.58%

9.09%

3.03%

11

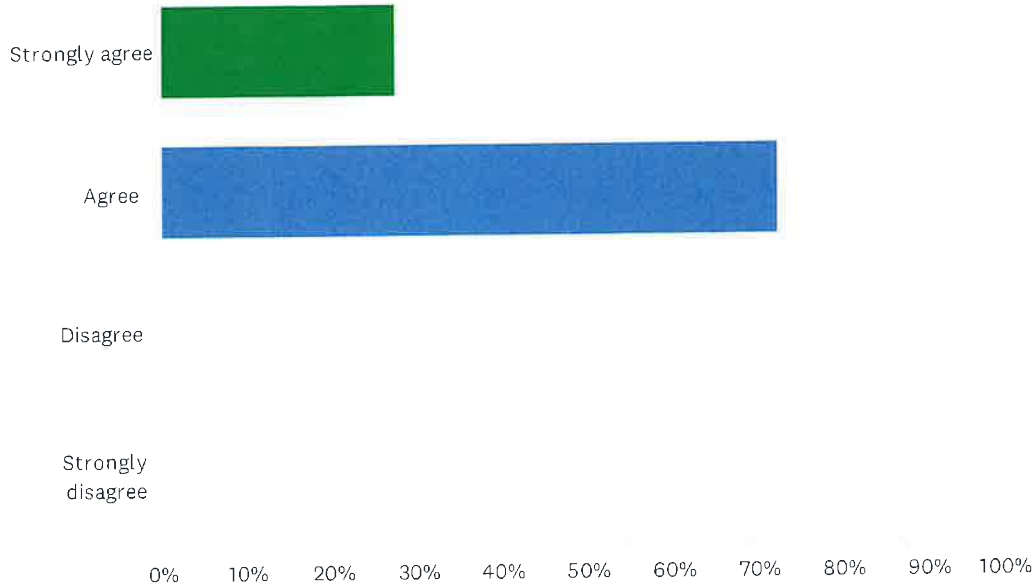
19

3

1

Q5 Team members take into consideration my religious, ethnic and cultural values.

Answered: 29 Skipped: 4



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 29

RESPONSES

27.59%

72.41%

0.00%

0.00%

8

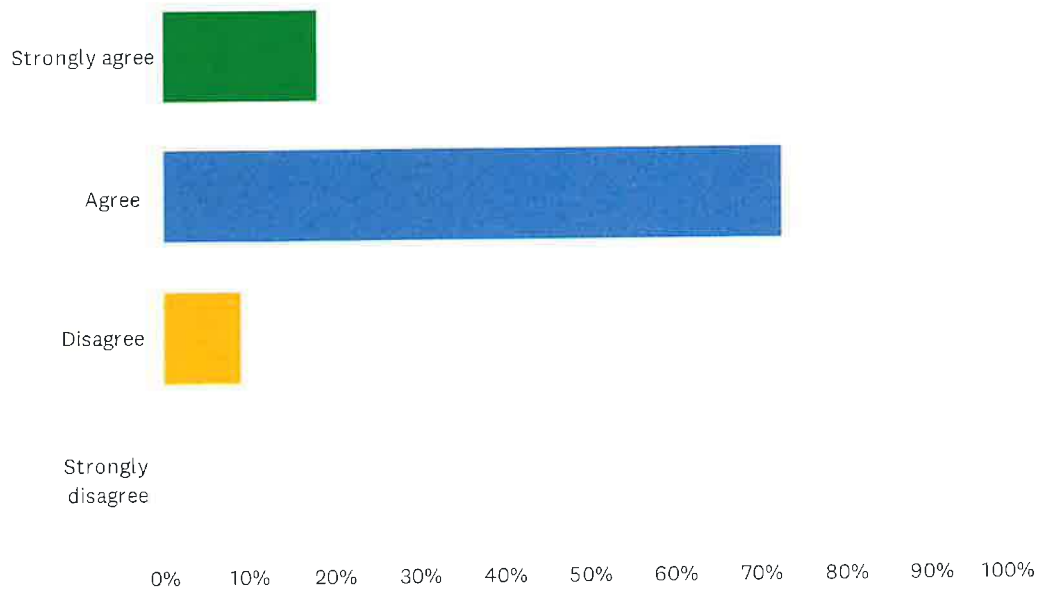
21

0

0

Q6 I am encourage and/or involved in decisions about my care.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

18.18%

72.73%

9.09%

0.00%

6

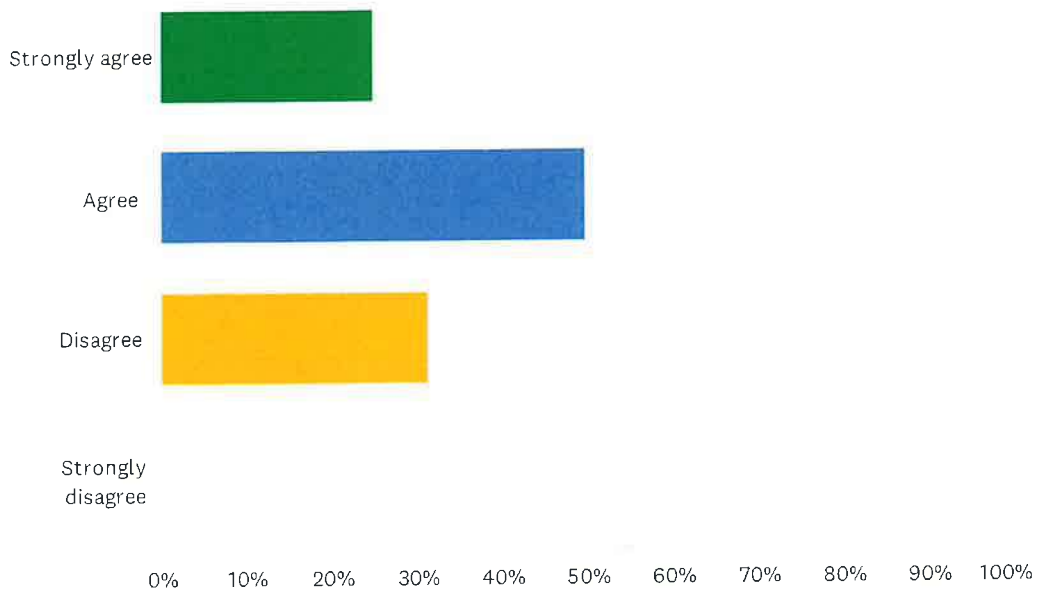
24

3

0

Q7 When team members answer my call they are respectful and knock and introduce themselves.

Answered: 32 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 32

RESPONSES

25.00%

50.00%

31.25%

0.00%

8

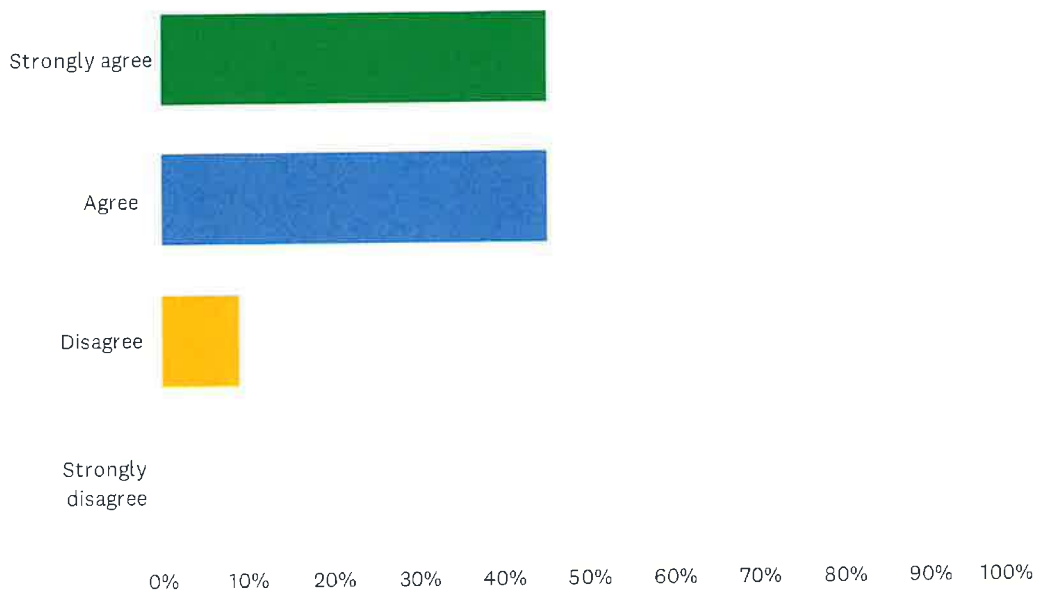
16

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Q8 Good personal care is provided.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

45.45%

45.45%

9.09%

0.00%

15

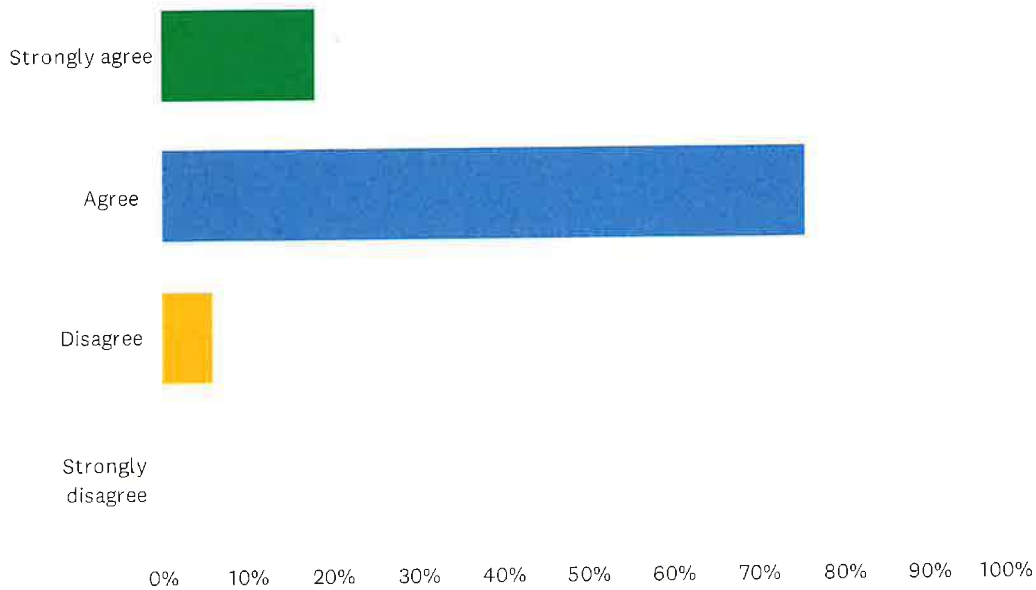
15

3

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Q9 My preferences are respected regarding bathing (e.g time of day, bath or shower).

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

18.18%

75.76%

6.06%

0.00%

6

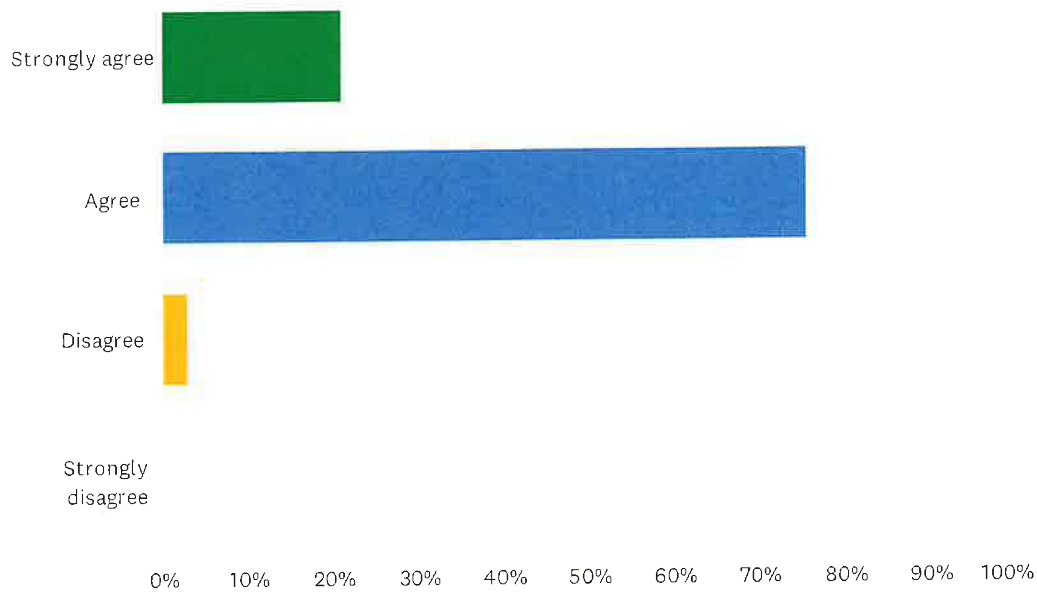
25

2

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Q10 My preferences are respected regarding my wake up time and bed time.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

21.21%

75.76%

3.03%

0.00%

7

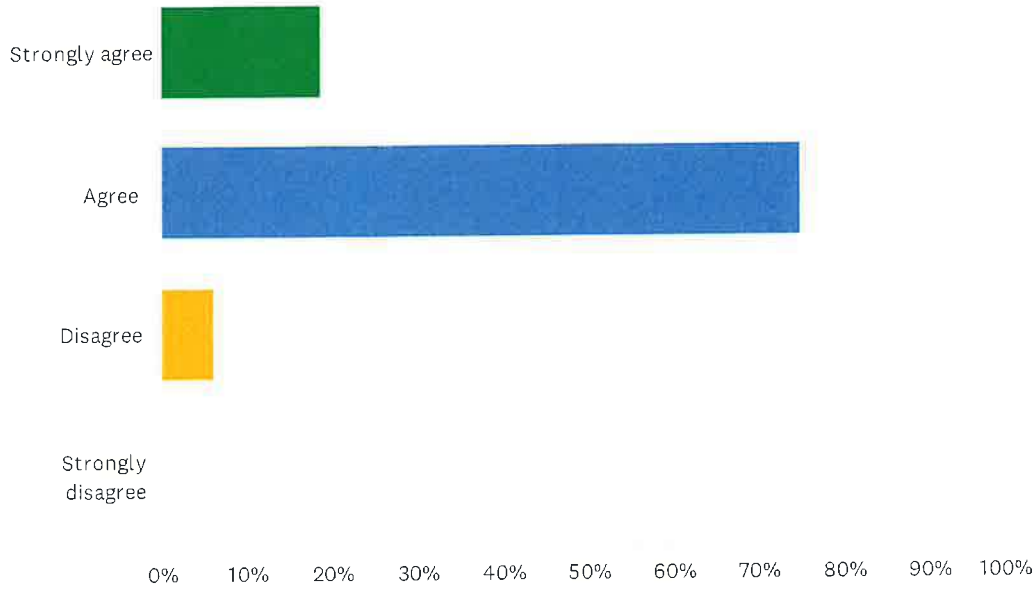
25

1

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Q11 The incontinence products provided in the home meet my needs. (briefs, pads, liners)

Answered: 32 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 32

RESPONSES

18.75%

75.00%

6.25%

0.00%

6

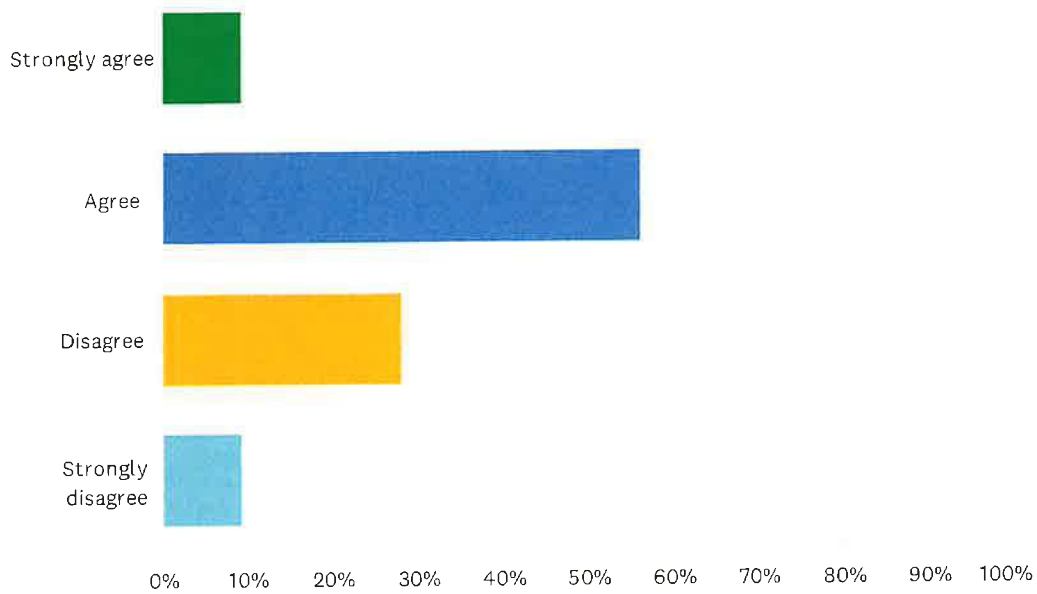
24

2

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Q12 I am satisfied with the medical attention provided by my physician and nurse practitioner.

Answered: 32 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 32

RESPONSES

9.38%

56.25%

28.13%

9.38%

3

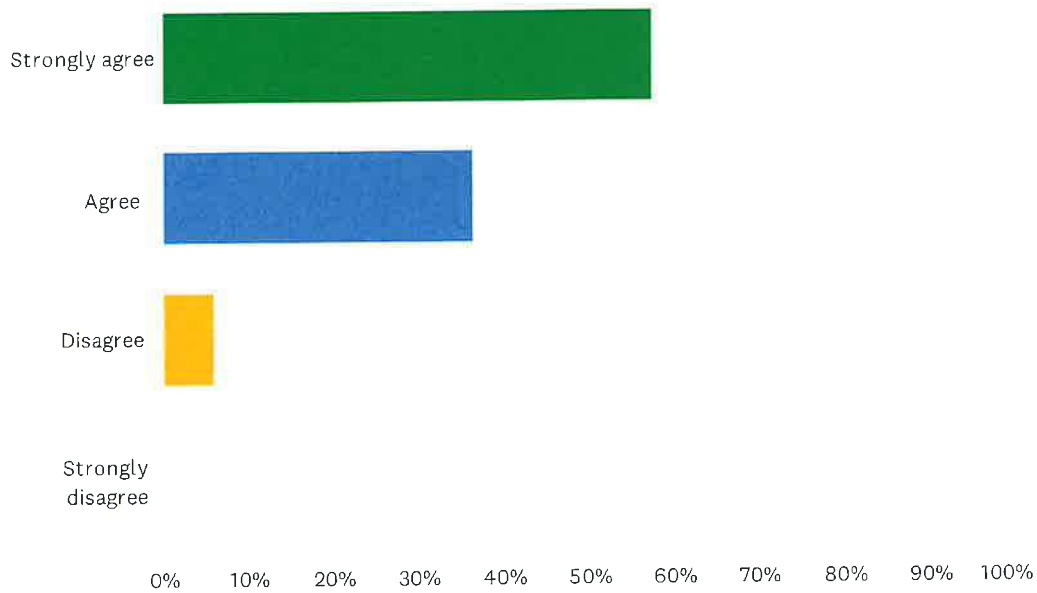
18

9

3

Q13 I am satisfied with the overall cleanliness of the home.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

57.58%

36.36%

6.06%

0.00%

19

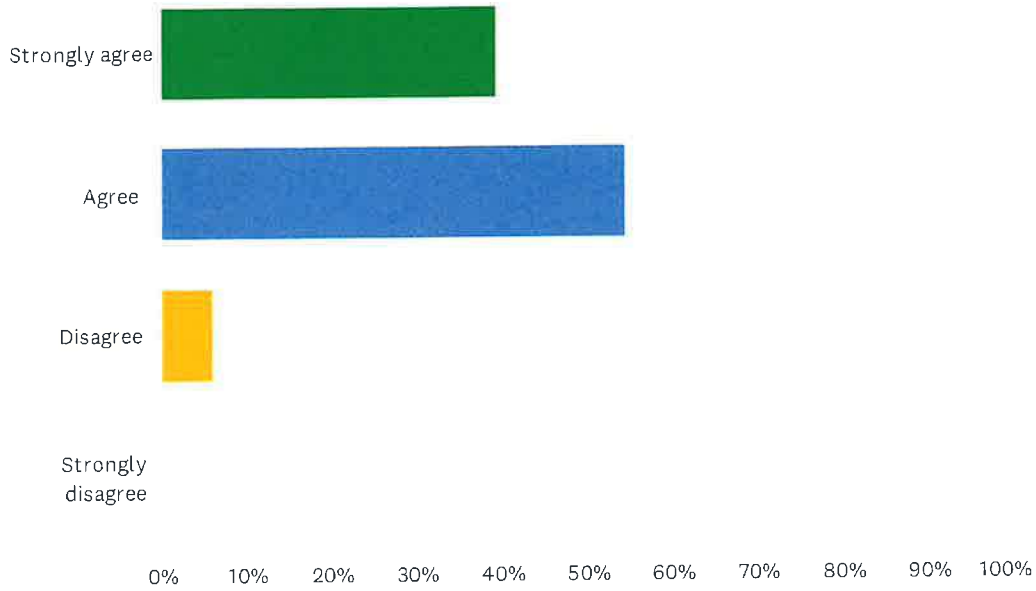
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Q14 I feel safe and secure with all team members.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

39.39%

54.55%

6.06%

0.00%

13

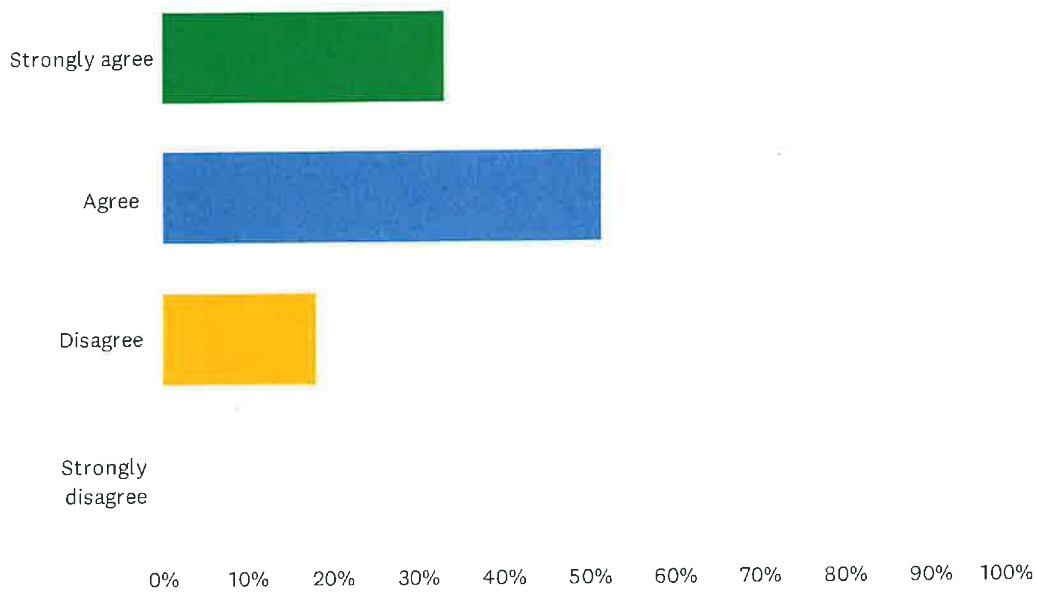
18

2

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Q15 I feel safe and secure with other residents.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

33.33%

51.52%

18.18%

0.00%

11

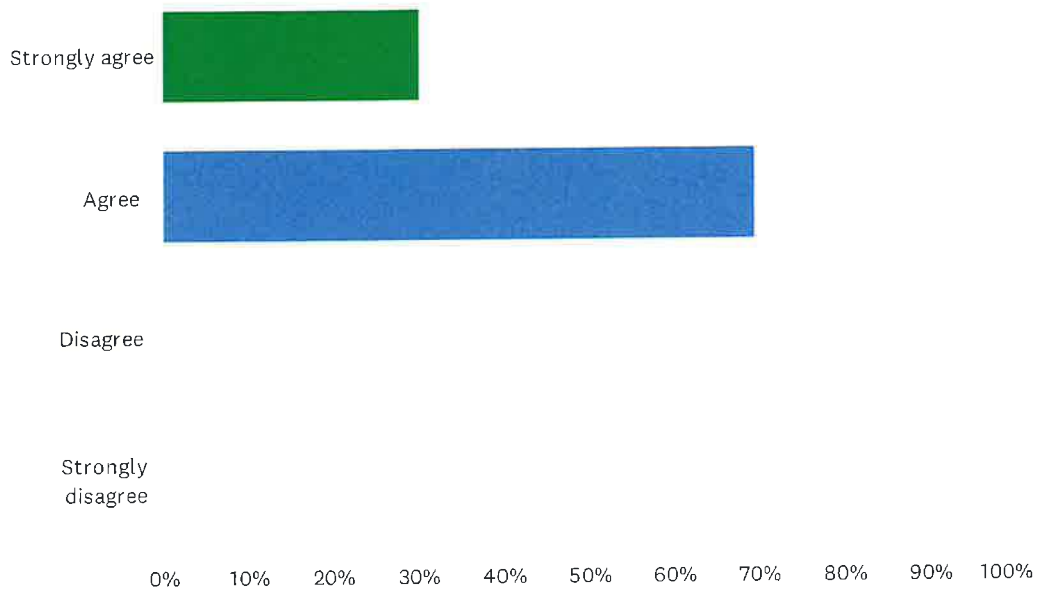
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Q16 I feel safe and secure in my neighbourhood.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

30.30%

69.70%

0.00%

0.00%

10

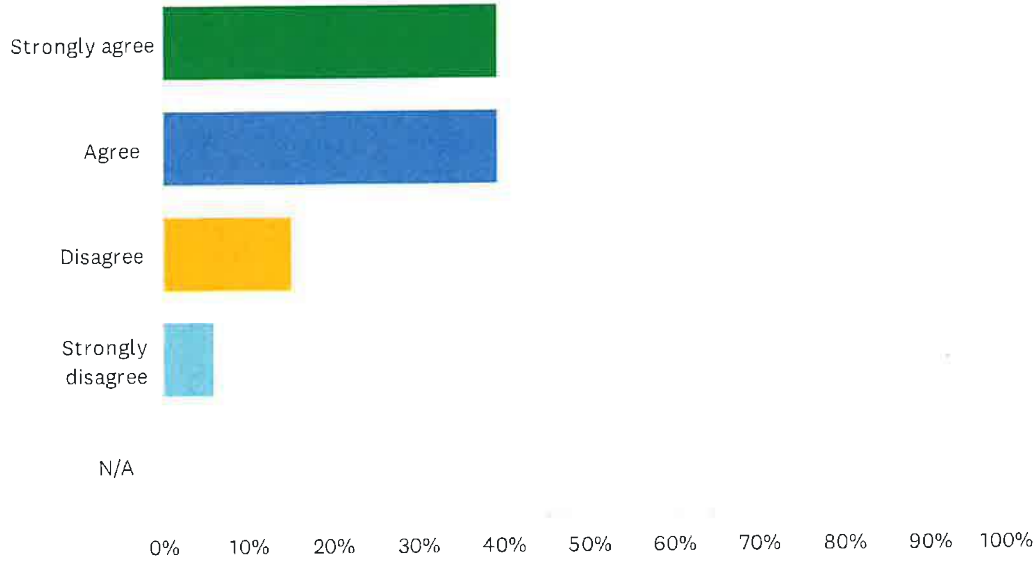
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Q17 I am satisfied with the laundry services (e.g. timely delivery, quality of care, missing items found).

Answered: 33 Skipped: 0



ANSWER CHOICES

RESPONSES

Strongly agree

39.39%

13

Agree

39.39%

13

Disagree

15.15%

5

Strongly disagree

6.06%

2

N/A

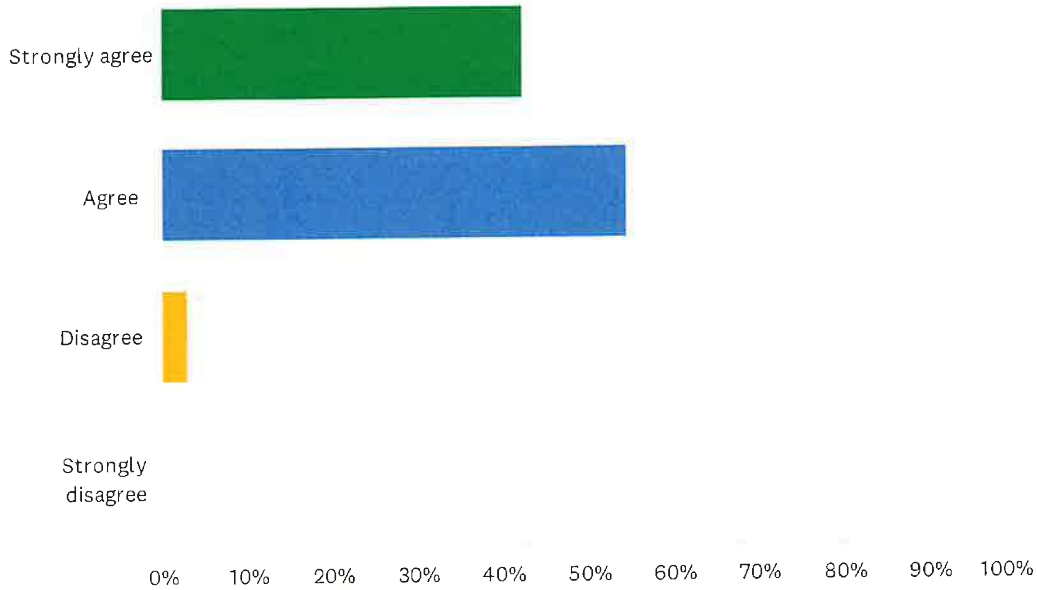
0.00%

0

Total Respondents: 33

Q18 Overall I am treated with kindness, compassion, fairness and respect by the environmental service team.

Answered: 33 Skipped: 0



ANSWER CHOICES

- Strongly agree
- Agree
- Disagree
- Strongly disagree

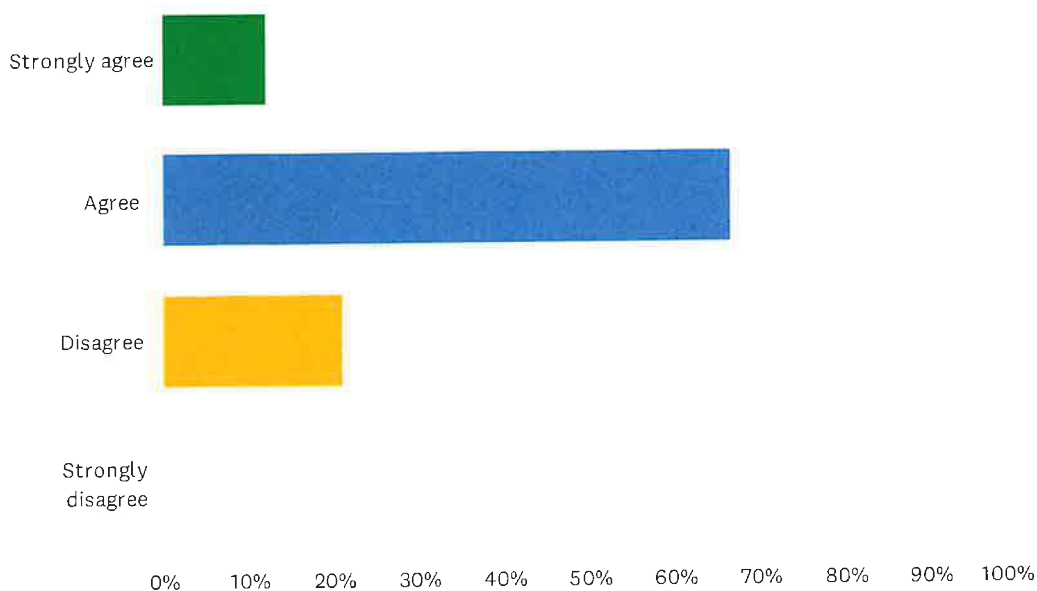
RESPONSES

Response	Percentage	Count
Strongly agree	42.42%	14
Agree	54.55%	18
Disagree	3.03%	1
Strongly disagree	0.00%	0

Total Respondents: 33

Q19 Menu choices: I am offered meal options for breakfast/lunch/dinner.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

12.12%

66.67%

21.21%

0.00%

4

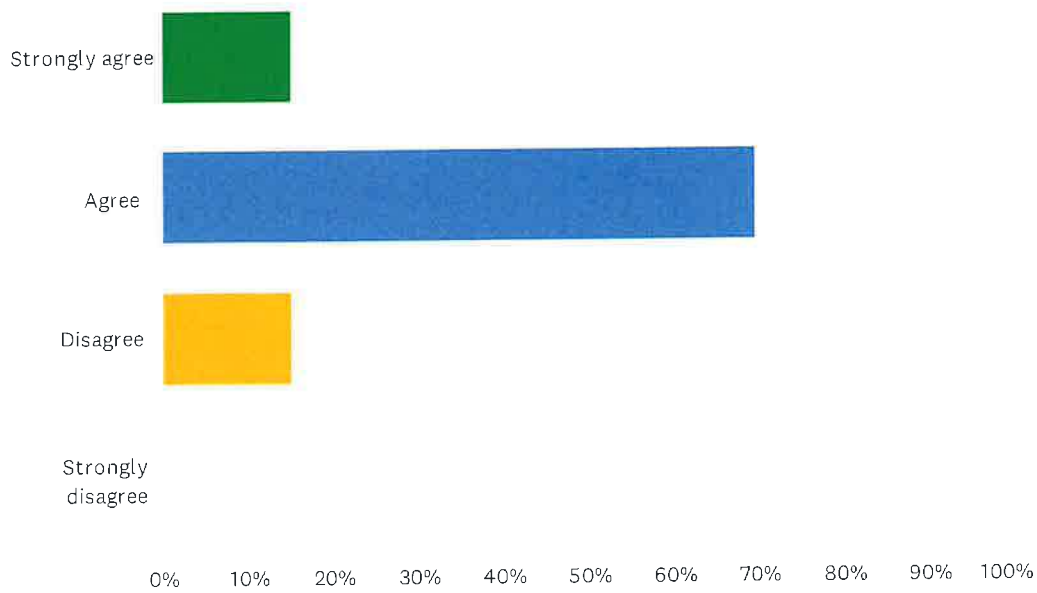
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Q20 I am satisfied with the availability and choice of meals and snacks.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

15.15%

69.70%

15.15%

0.00%

5

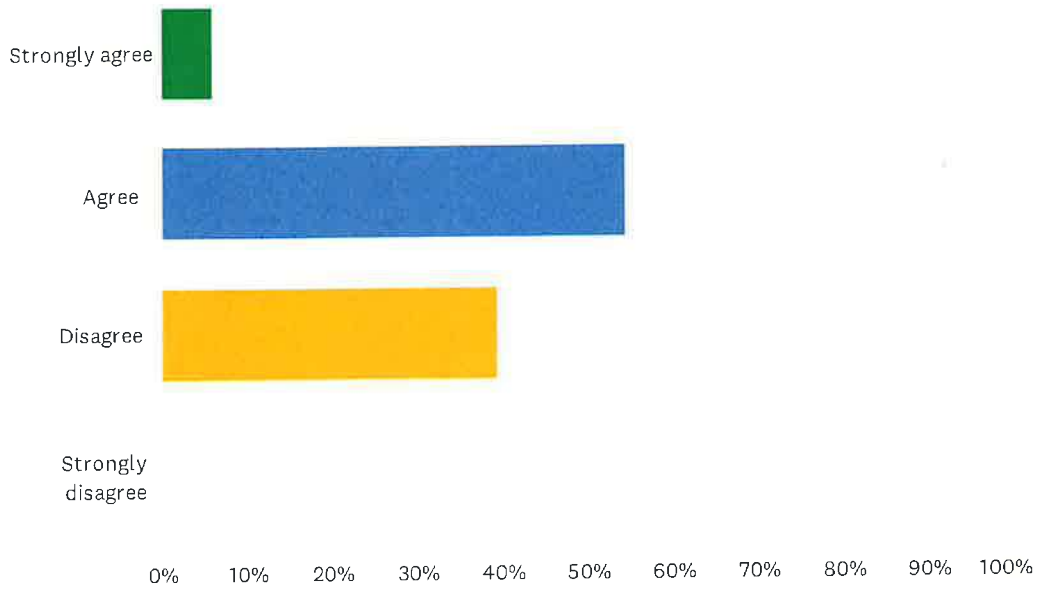
23

5

0

Q21 The temperature of meals is suitable.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

6.06%

54.55%

39.39%

0.00%

2

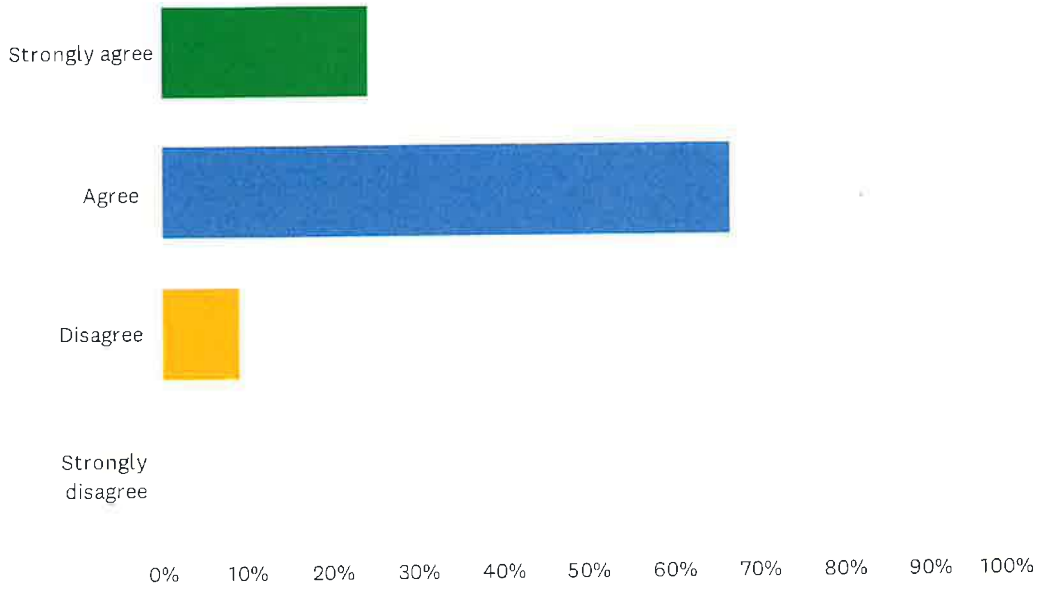
18

13

0

Q22 The taste and portion size is good.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

24.24%

66.67%

9.09%

0.00%

8

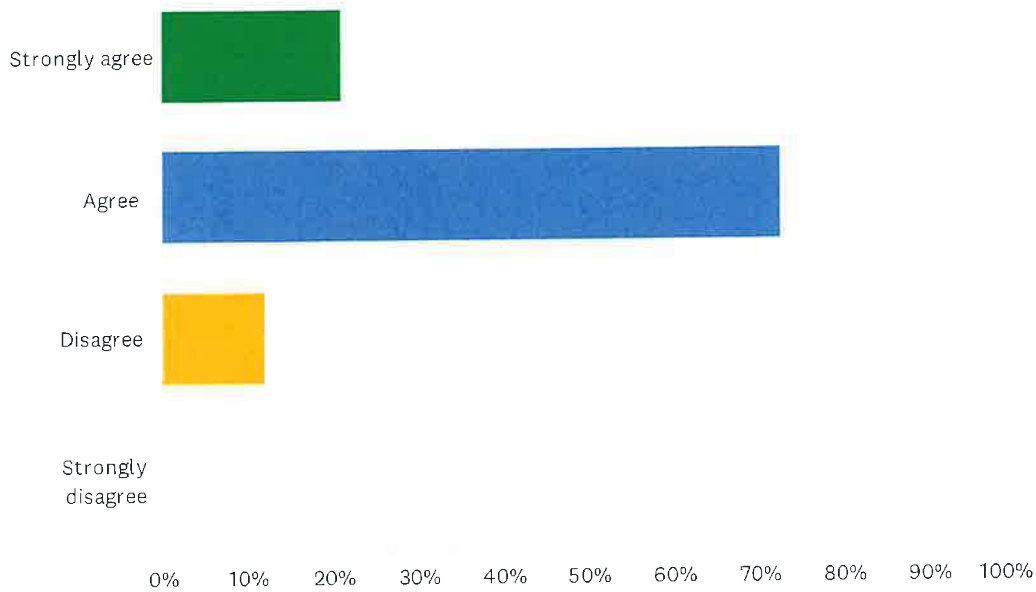
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Q23 Overall, I am treated with kindness, compassion, fairness, respect and dignity by the dietary team members.

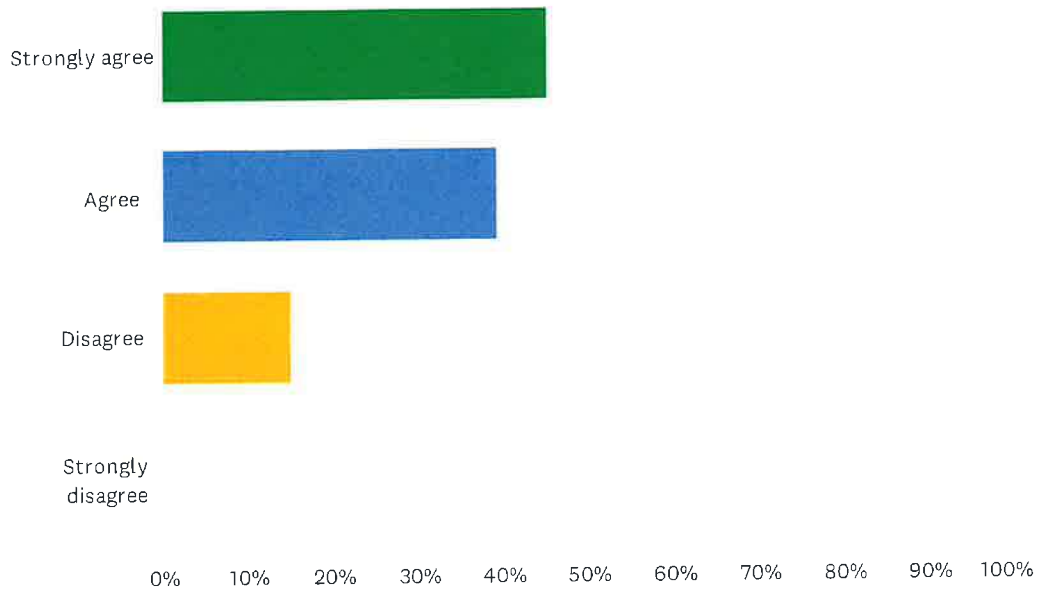
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.21%	7
Agree	72.73%	24
Disagree	12.12%	4
Strongly disagree	0.00%	0
Total Respondents: 33		

Q24 I enjoy the intellectual programs (e.g. trivia, bingo, reading groups)

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

45.45%

39.39%

15.15%

0.00%

15

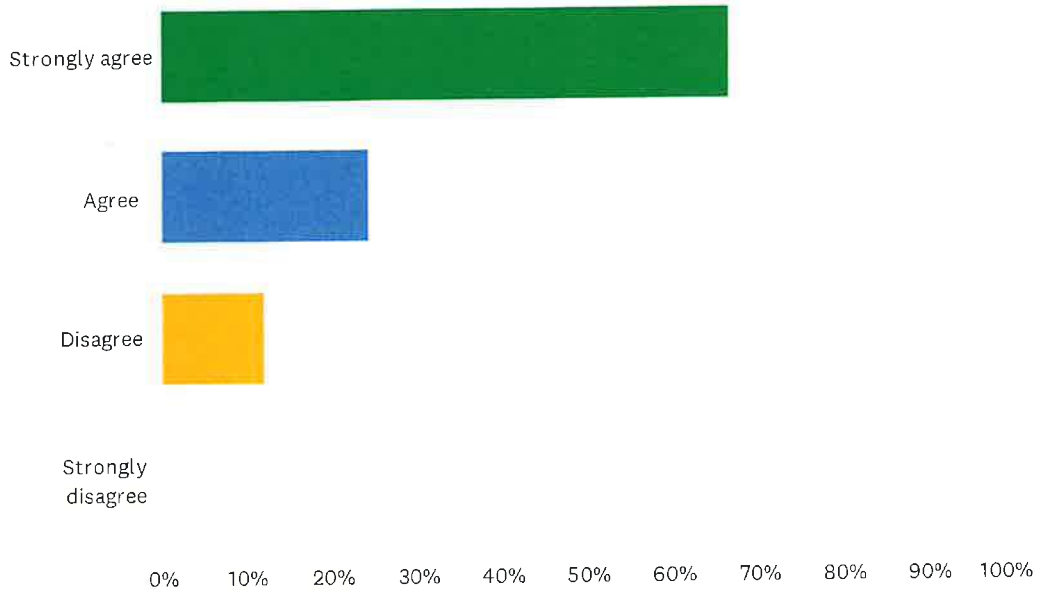
13

5

0

Q25 I enjoy the social programs (e.g. entertainment, birthday parties, special events).

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

66.67%

24.24%

12.12%

0.00%

22

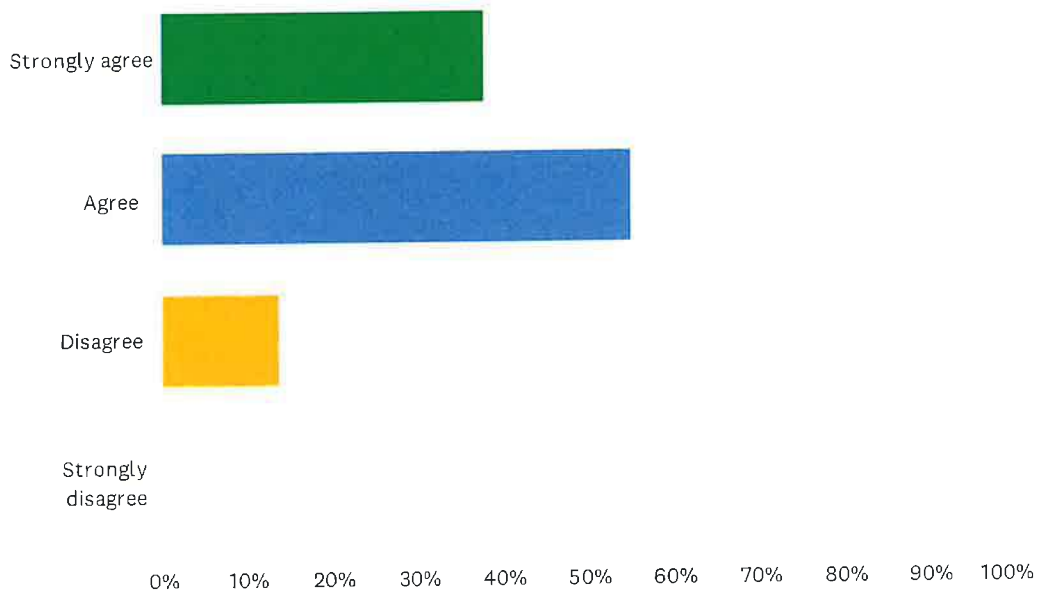
8

4

0

Q26 I enjoy the spiritual programs (e.g. hymn sings, bible study, church services).

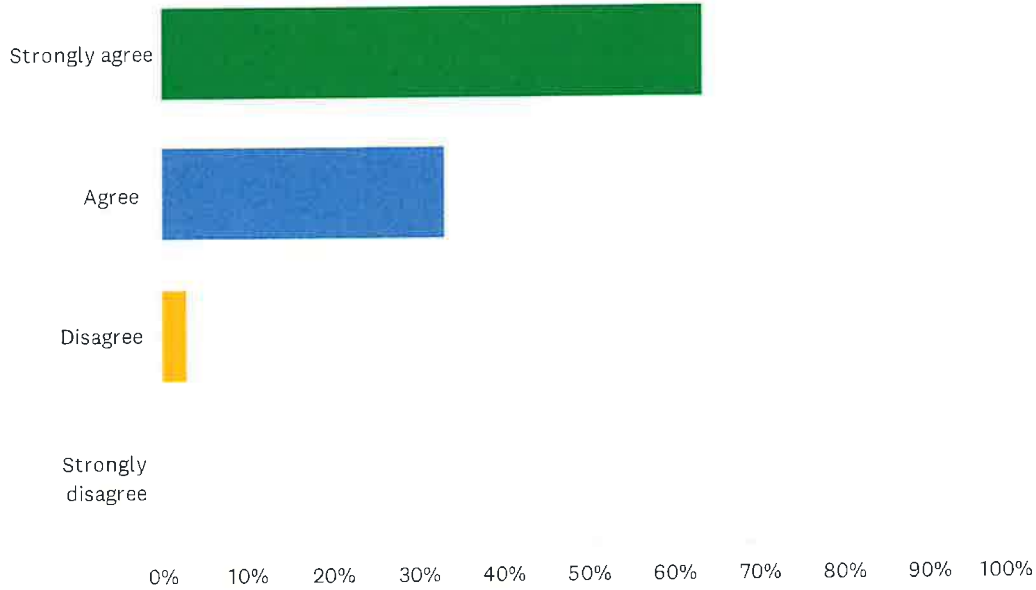
Answered: 29 Skipped: 4



ANSWER CHOICES	RESPONSES	
Strongly agree	37.93%	11
Agree	55.17%	16
Disagree	13.79%	4
Strongly disagree	0.00%	0
Total Respondents: 29		

Q27 I am satisfied with the assistance/encouragement I receive from the Recreation team members.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

63.64%

33.33%

3.03%

0.00%

21

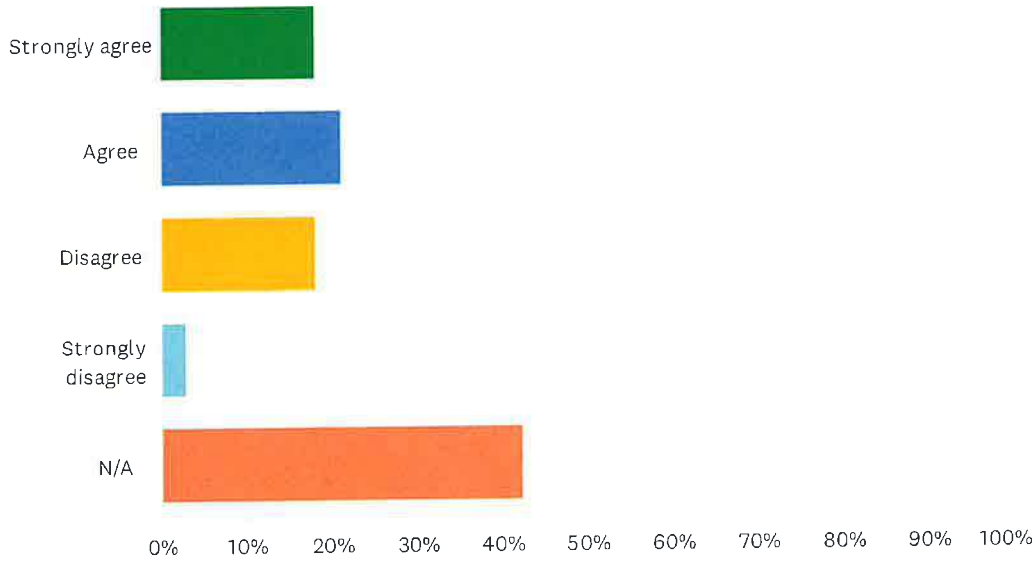
11

1

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Q28 I enjoy the physiotherapy services.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

N/A

Total Respondents: 33

RESPONSES

18.18%

21.21%

18.18%

3.03%

42.42%

6

7

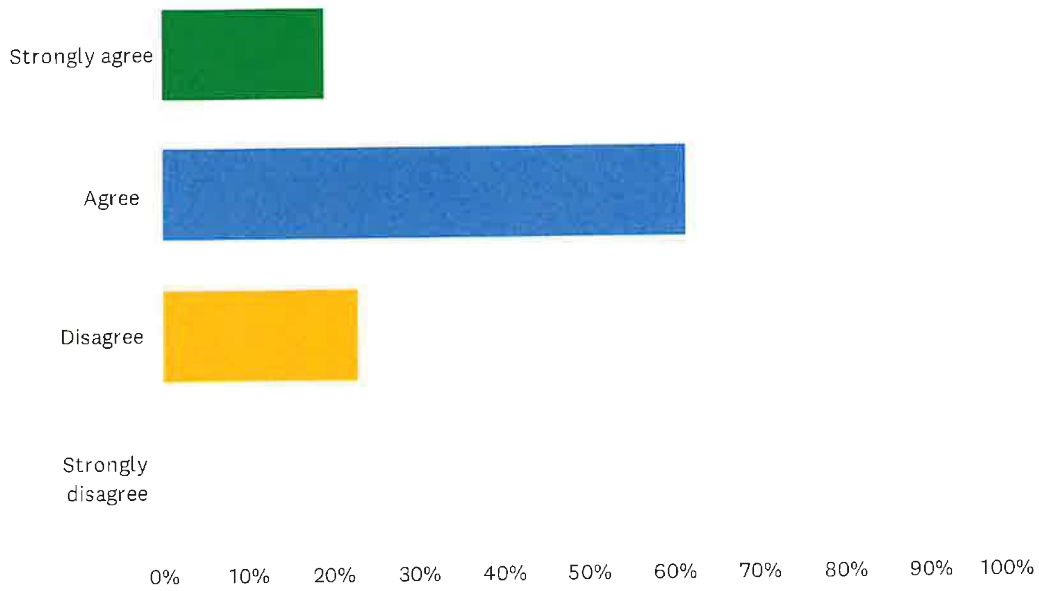
6

1

14

Q29 I enjoy the exercise classes.

Answered: 26 Skipped: 7



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 26

RESPONSES

19.23%

61.54%

23.08%

0.00%

5

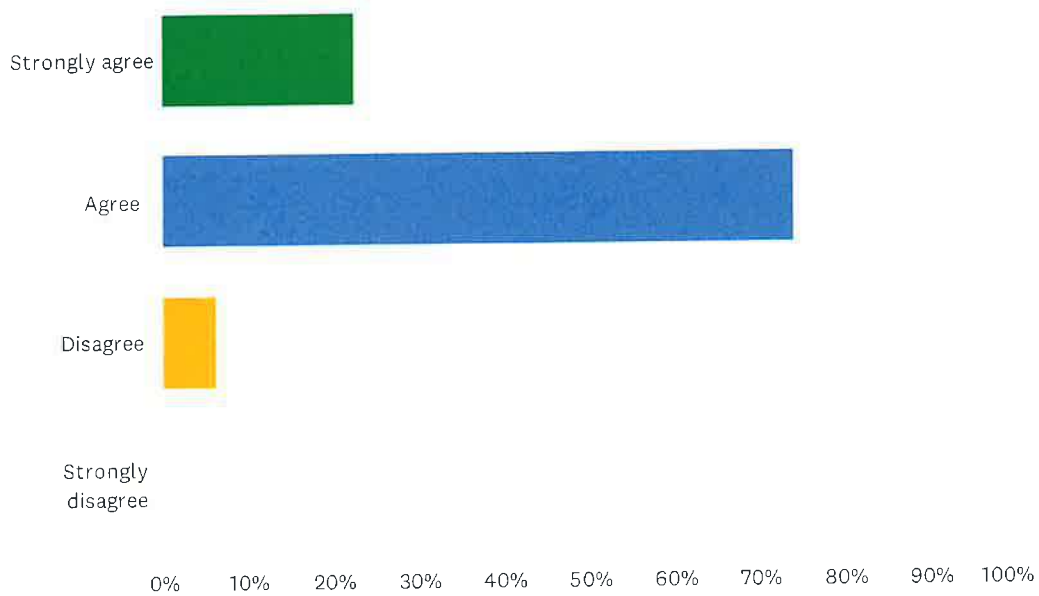
16

6

0

Q30 I am satisfied with my involvement and/or the work of the Resident's Council in the home.

Answered: 31 Skipped: 2



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 31

RESPONSES

22.58%

74.19%

6.45%

0.00%

7

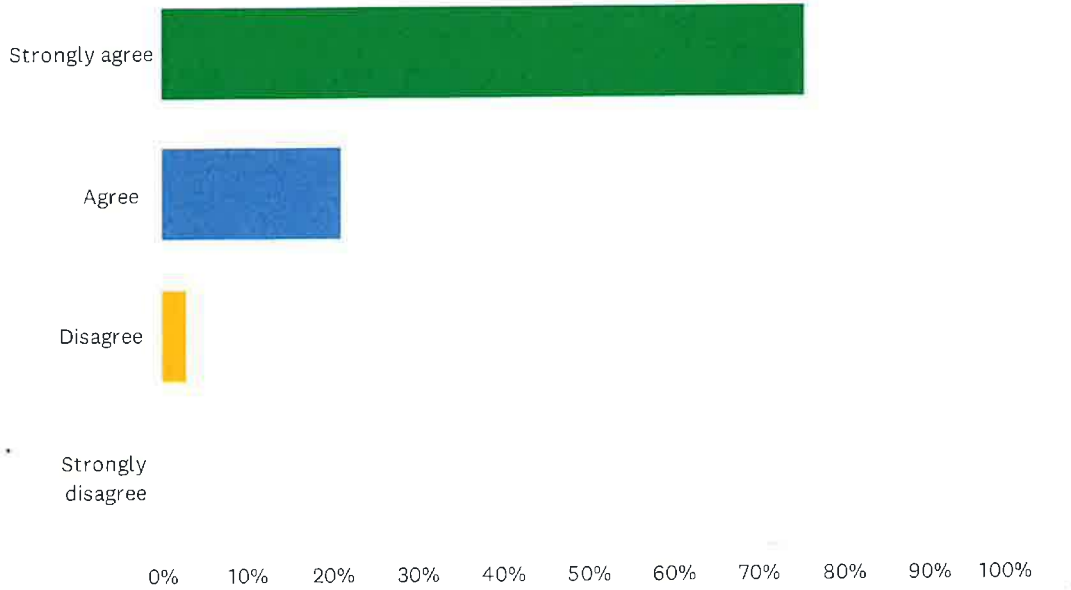
23

2

0

Q31 Overall I am treated with kindness, compassion, fairness, respect and dignity by the Recreation team members.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

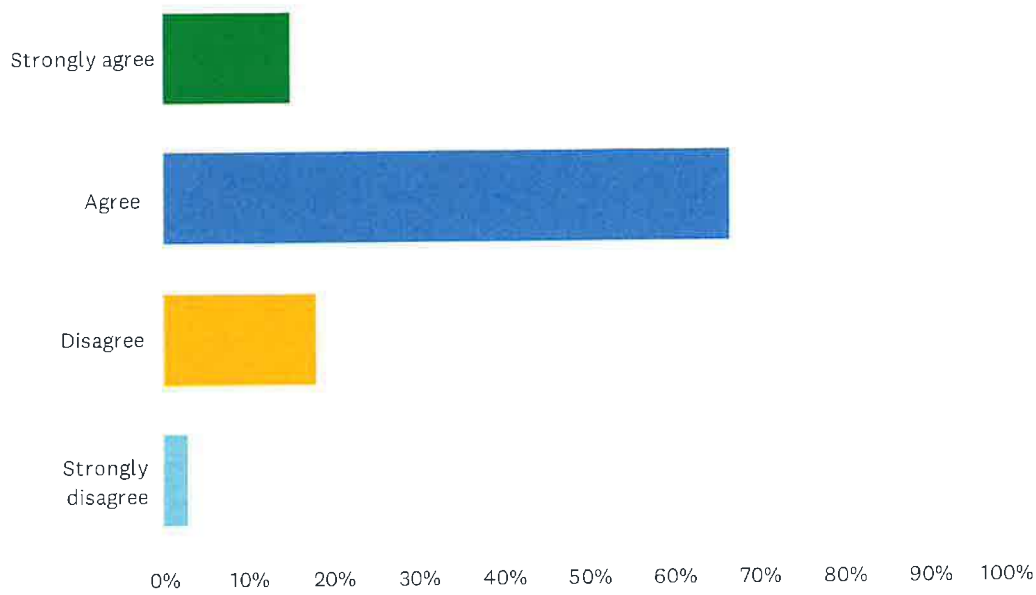
Total Respondents: 33

RESPONSES

Response	Percentage	Count
Strongly agree	75.76%	25
Agree	21.21%	7
Disagree	3.03%	1
Strongly disagree	0.00%	0

Q32 I can share my opinion without fear of consequences.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

15.15%

66.67%

18.18%

3.03%

5

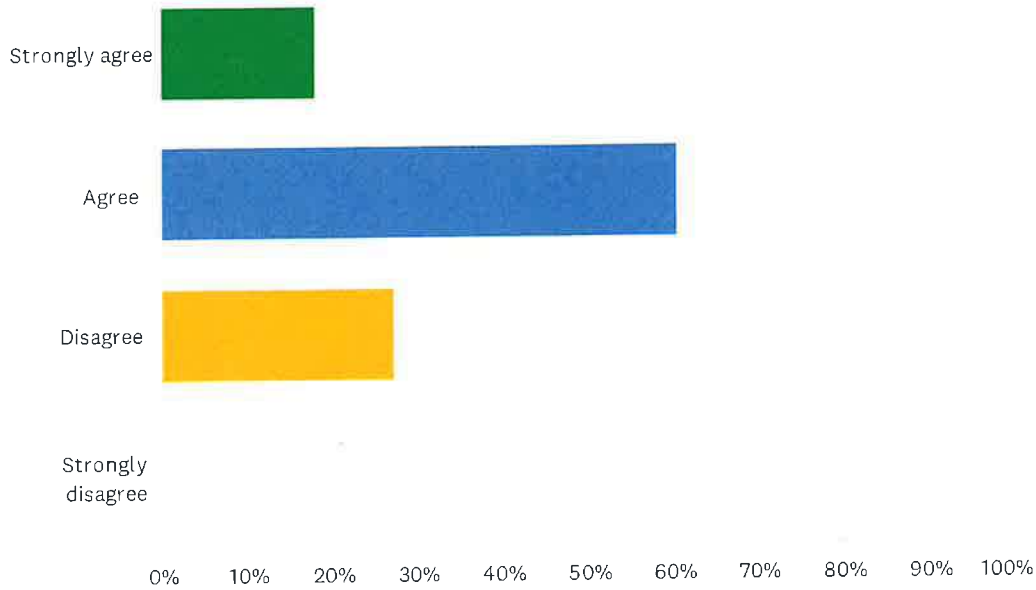
22

6

1

Q33 Team members care about any issues I may convey; I feel listened to.

Answered: 33 Skipped: 0



ANSWER CHOICES

RESPONSES

Strongly agree

18.18%

6

Agree

60.61%

20

Disagree

27.27%

9

Strongly disagree

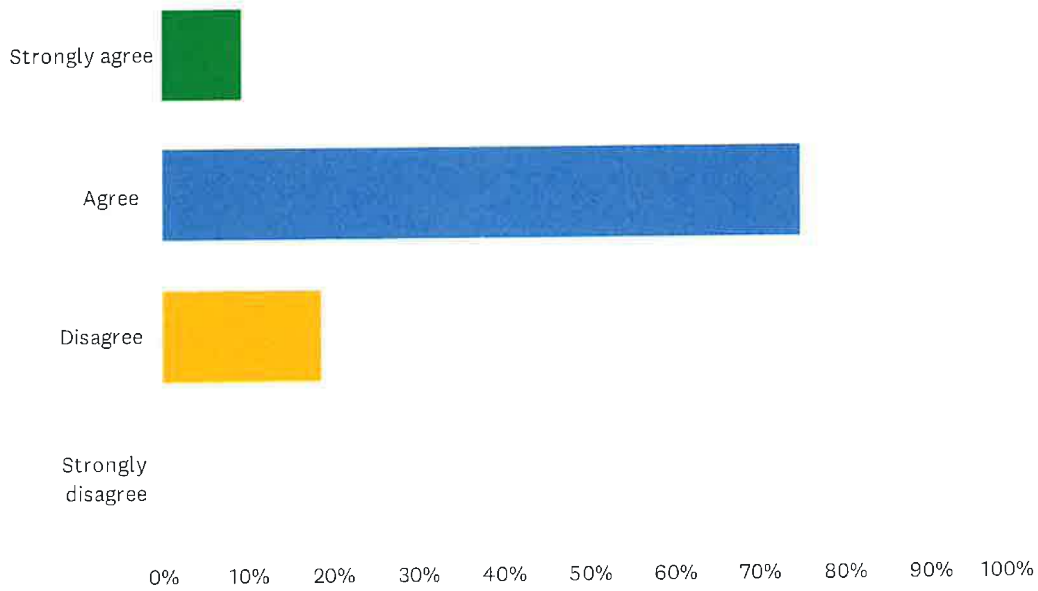
0.00%

0

Total Respondents: 33

Q34 The home responds to my questions/concerns in a timely manner.

Answered: 32 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 32

RESPONSES

9.38%

75.00%

18.75%

0.00%

3

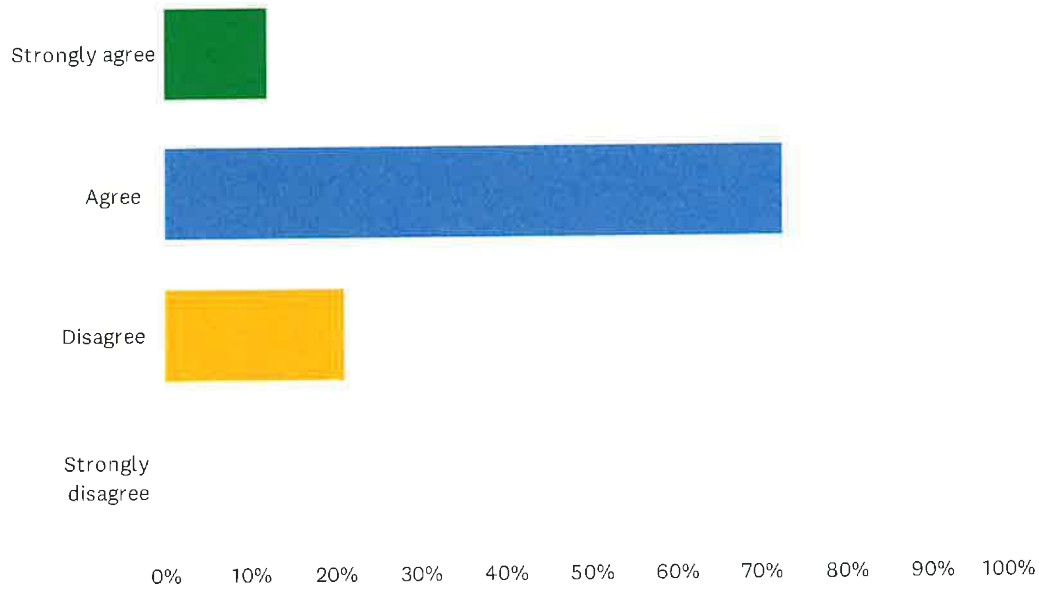
24

6

0

Q35 The home resolves my concerns to my satisfaction.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

12.12%

72.73%

21.21%

0.00%

4

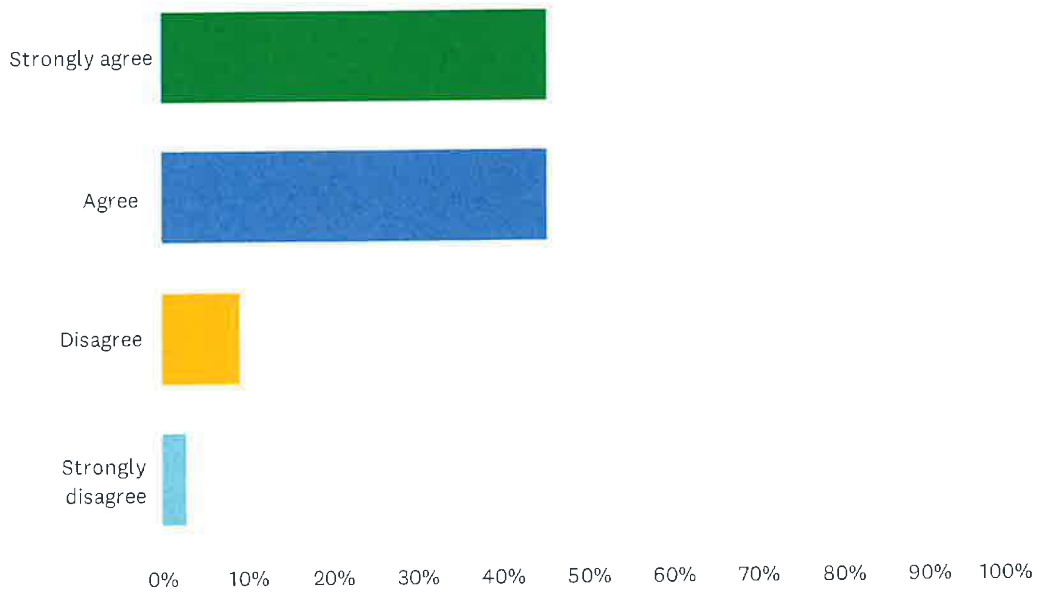
24

7

0

Q36 I would recommend this home to others.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

45.45%

45.45%

9.09%

3.03%

15

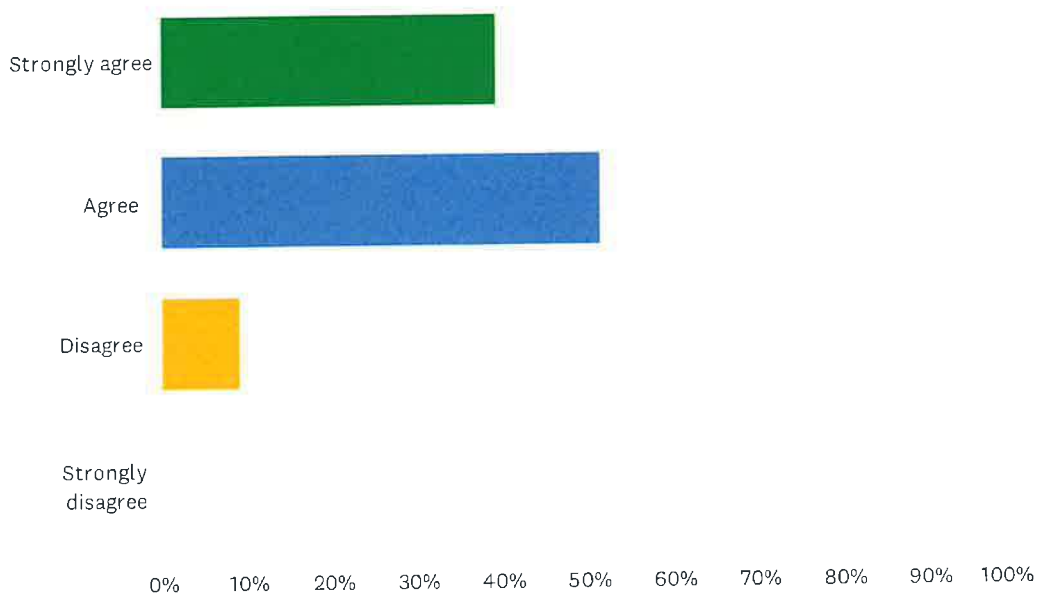
15

3

1

Q37 I am happy with the home and the team members.

Answered: 33 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 33

RESPONSES

39.39%

51.52%

9.09%

0.00%

13

17

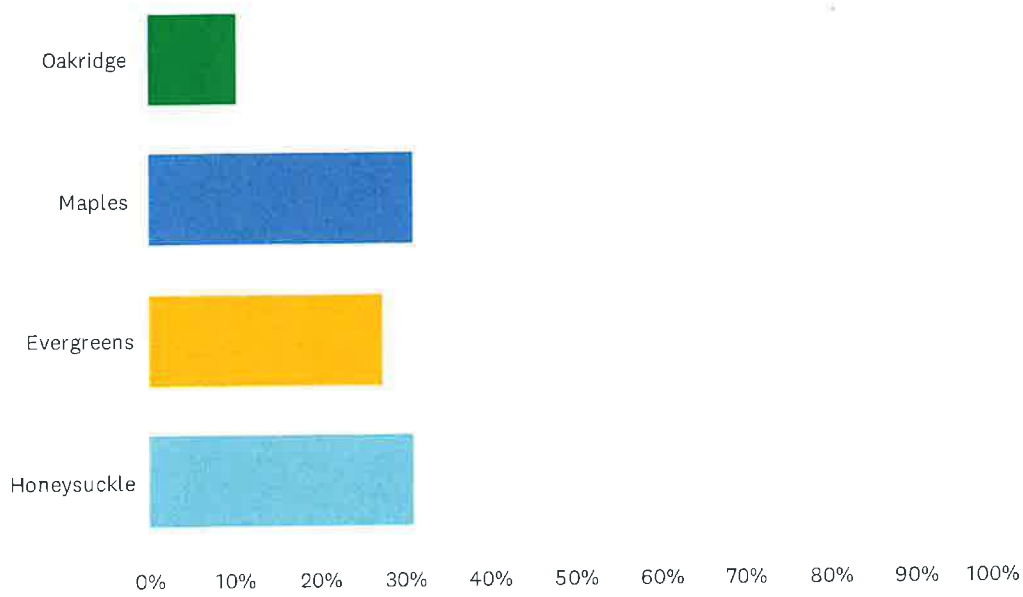
3

0

2024 Family Satisfaction Survey Results

Q1 My family member lives in:

Answered: 29 Skipped: 1



ANSWER CHOICES

Oakridge

Maples

Evergreens

Honeysuckle

Total Respondents: 29

RESPONSES

10.34%

3

31.03%

9

27.59%

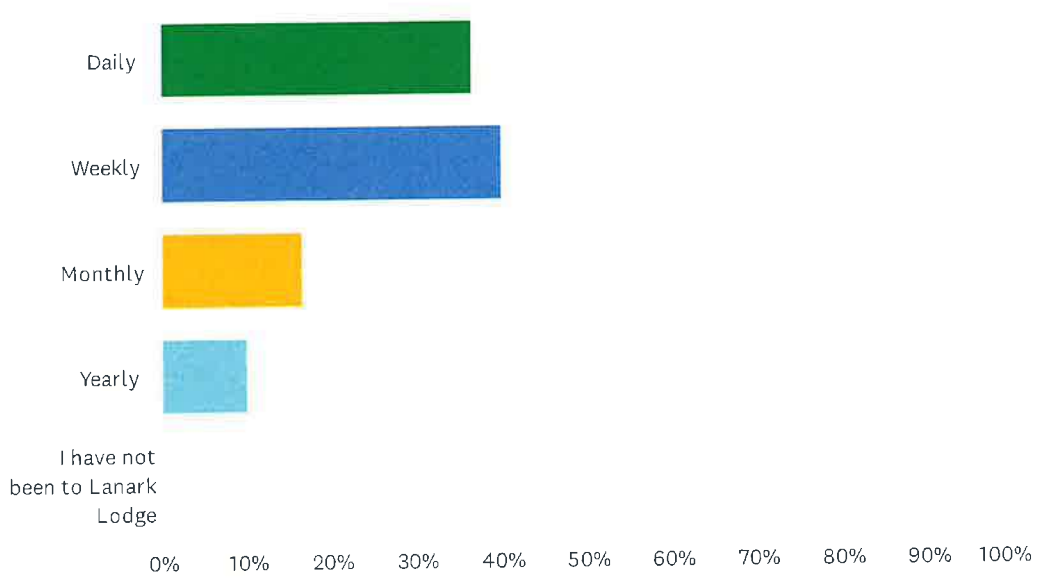
8

31.03%

9

Q2 I visit the home:

Answered: 30 Skipped: 0



ANSWER CHOICES

- Daily
- Weekly
- Monthly
- Yearly
- I have not been to Lanark Lodge

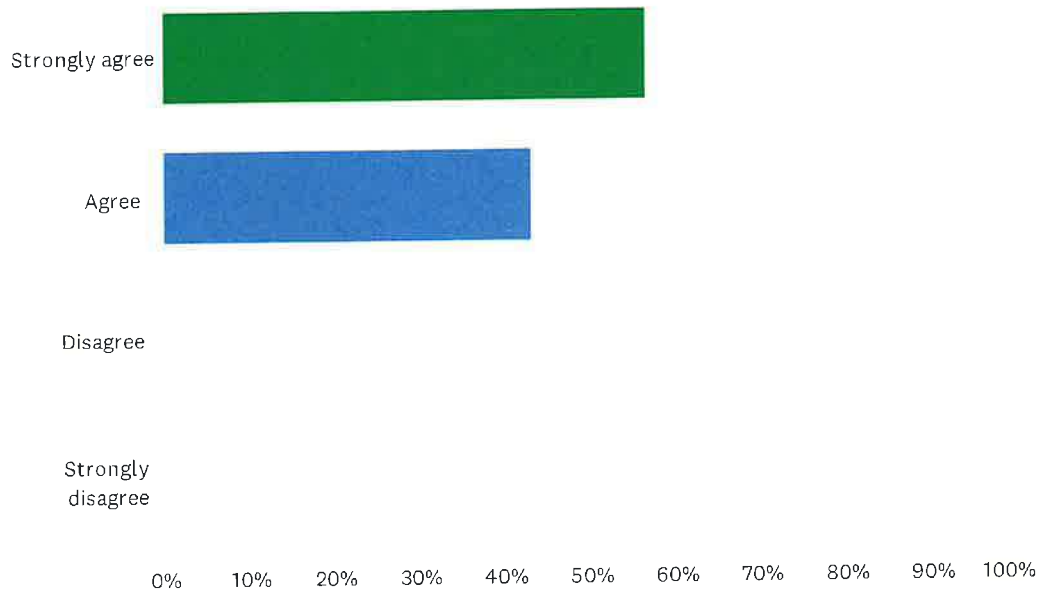
RESPONSES

36.67%	11
40.00%	12
16.67%	5
10.00%	3
0.00%	0

Total Respondents: 30

Q3 I feel good personal care is provided to my loved one.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

56.67%

43.33%

0.00%

0.00%

17

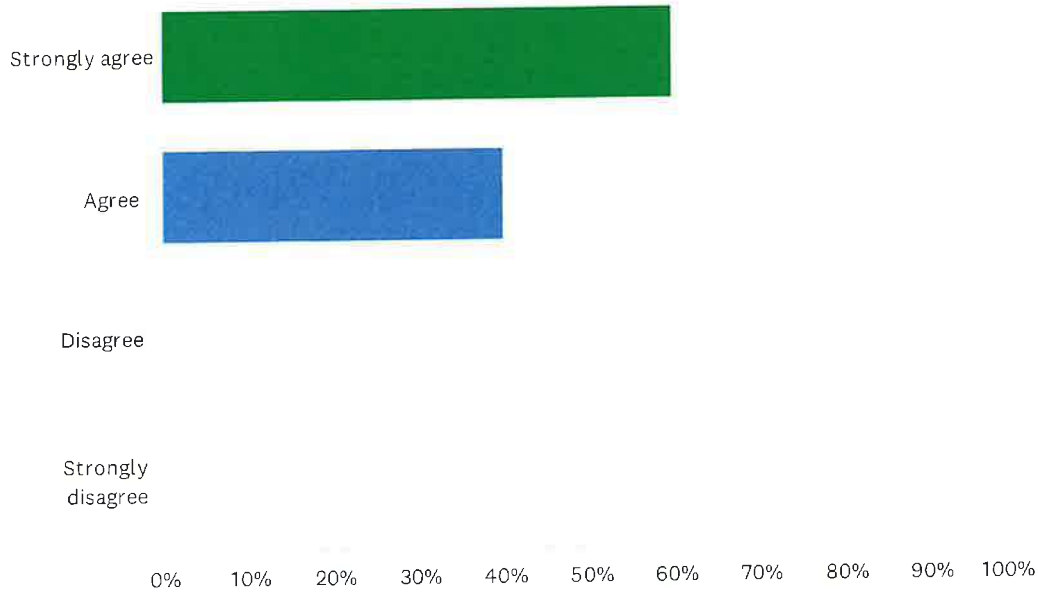
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Q4 I am satisfied with the respect and emotional support given to my loved one.

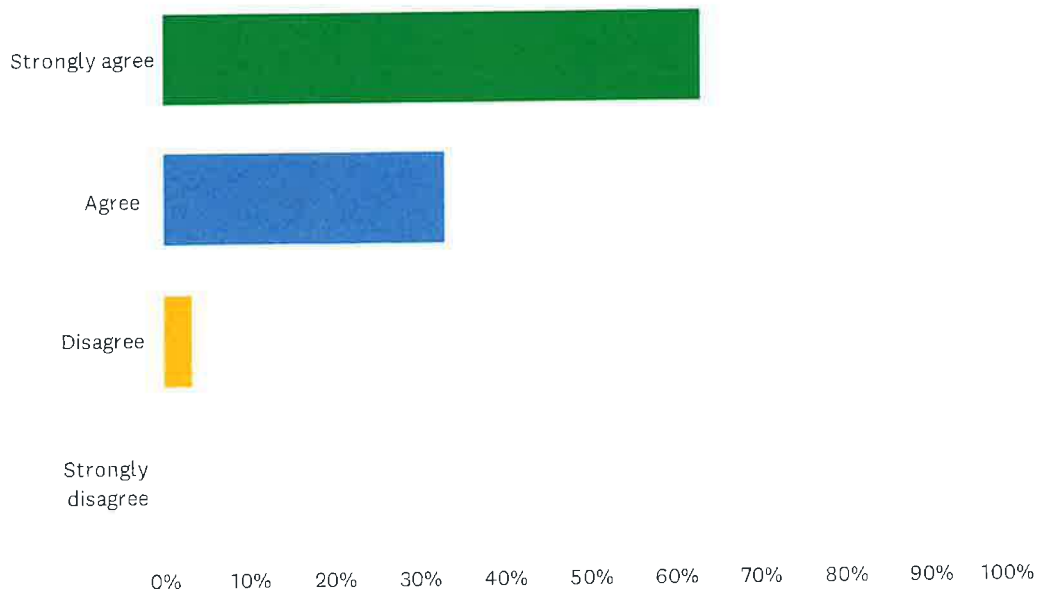
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	60.00%	18
Agree	40.00%	12
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 30		

Q5 I am involved as much as I want to be in decisions about care.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

63.33%

33.33%

3.33%

0.00%

19

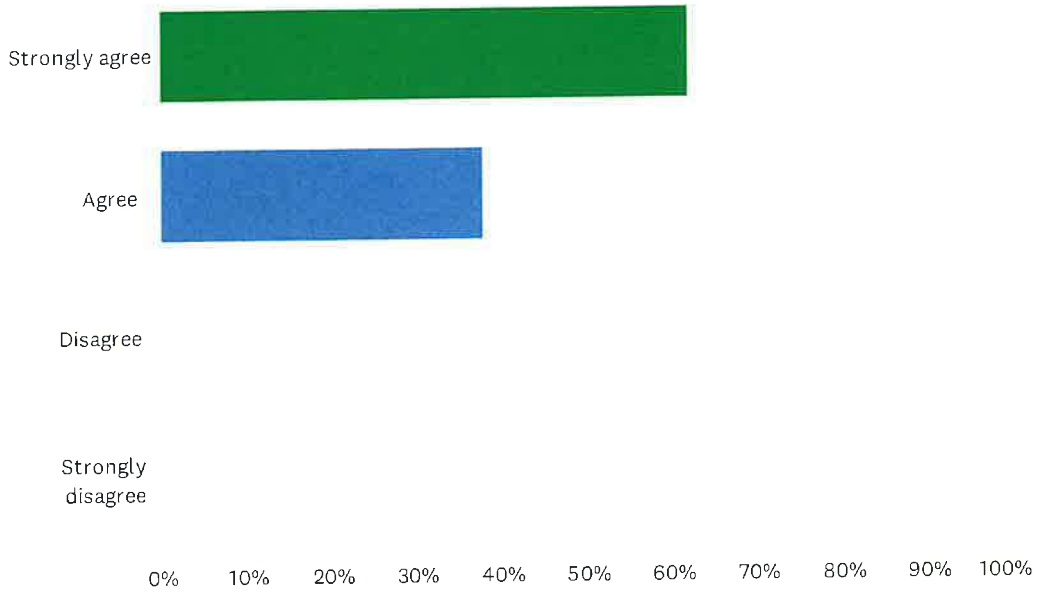
10

1

0

Q6 The home respects my loved one's spiritual and cultural values.

Answered: 29 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 29

RESPONSES

62.07%

37.93%

0.00%

0.00%

18

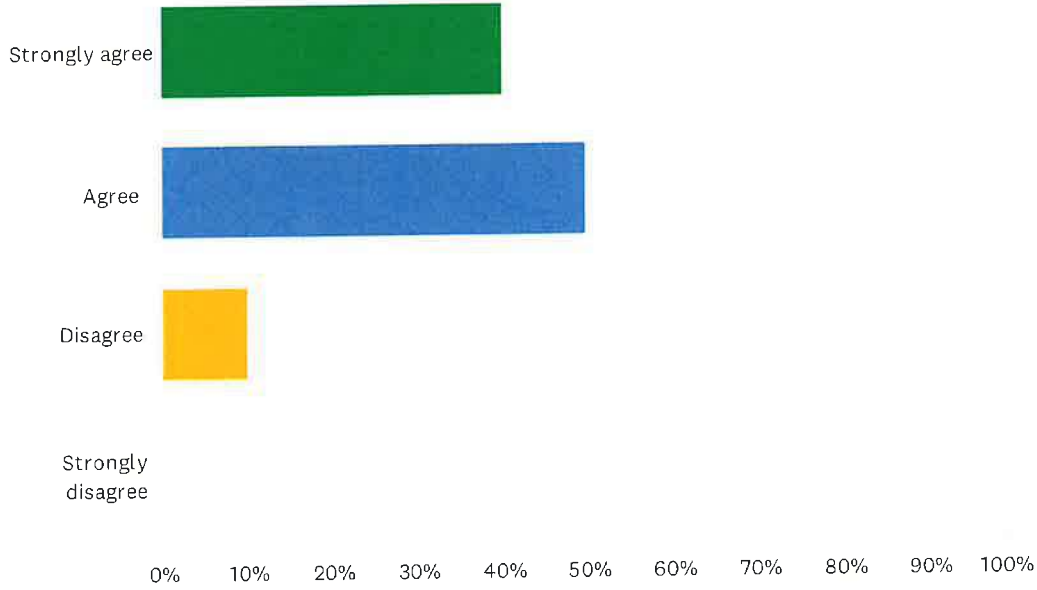
11

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Q7 I am satisfied with the medical attention provided by the physicians and/or nurse practitioner.

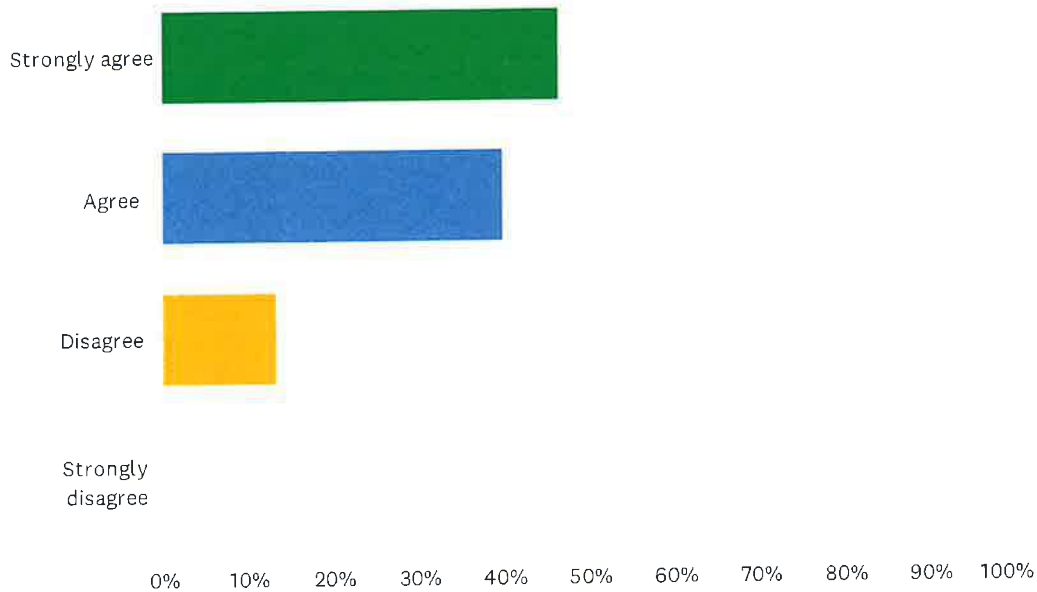
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	40.00%	12
Agree	50.00%	15
Disagree	10.00%	3
Strongly disagree	0.00%	0
Total Respondents: 30		

Q8 I feel there are enough recreation programs that meet the individual needs and interests of my loved one.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

46.67%

40.00%

13.33%

0.00%

14

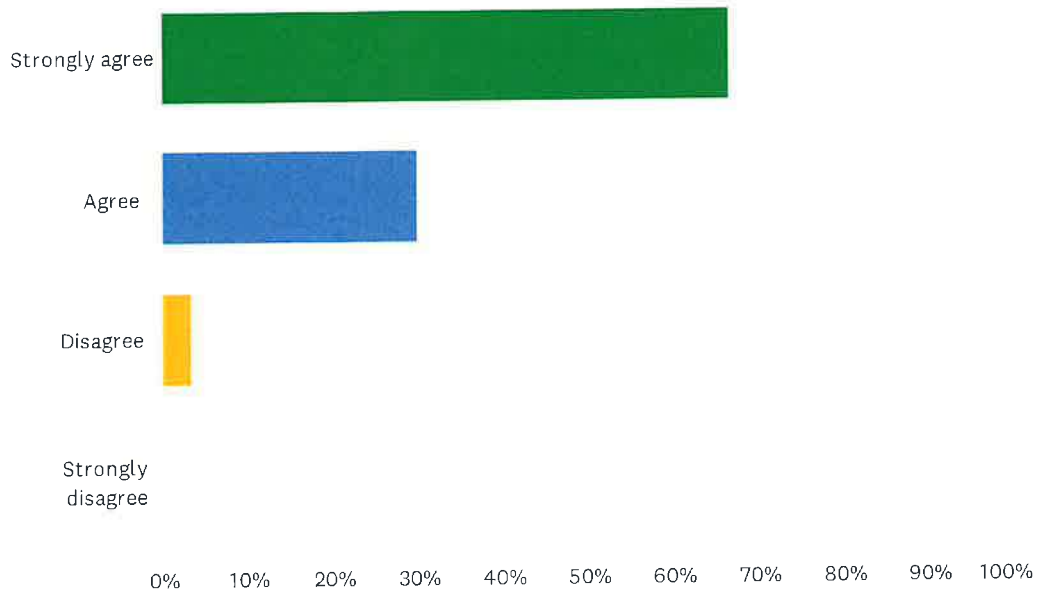
12

4

0

Q9 I am happy with the overall cleanliness of the home.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

66.67%

30.00%

3.33%

0.00%

20

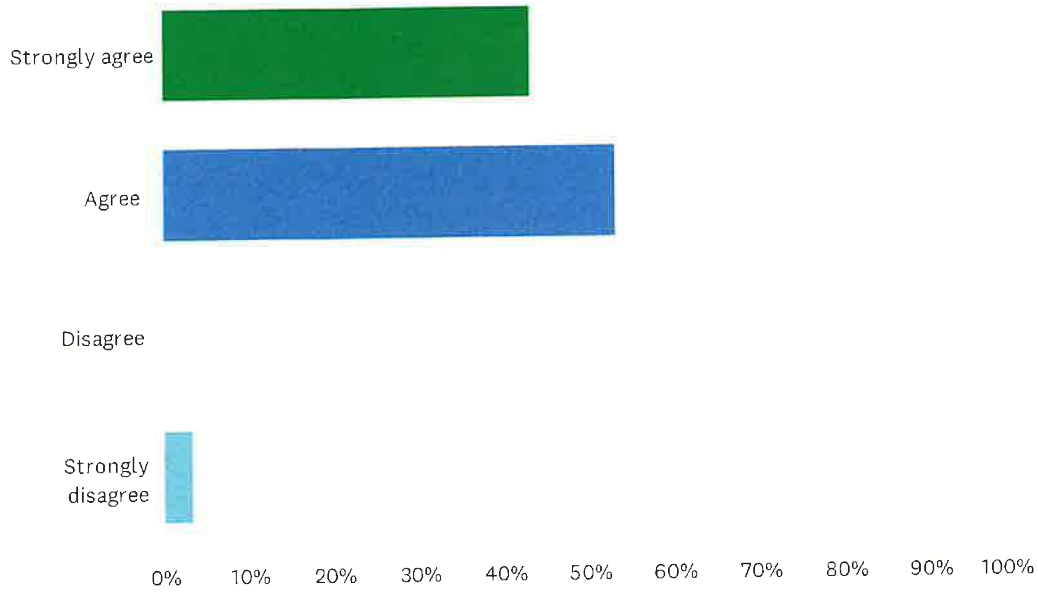
9

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Q10 I am satisfied with the laundry services provided to my loved one.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

43.33%

53.33%

0.00%

3.33%

13

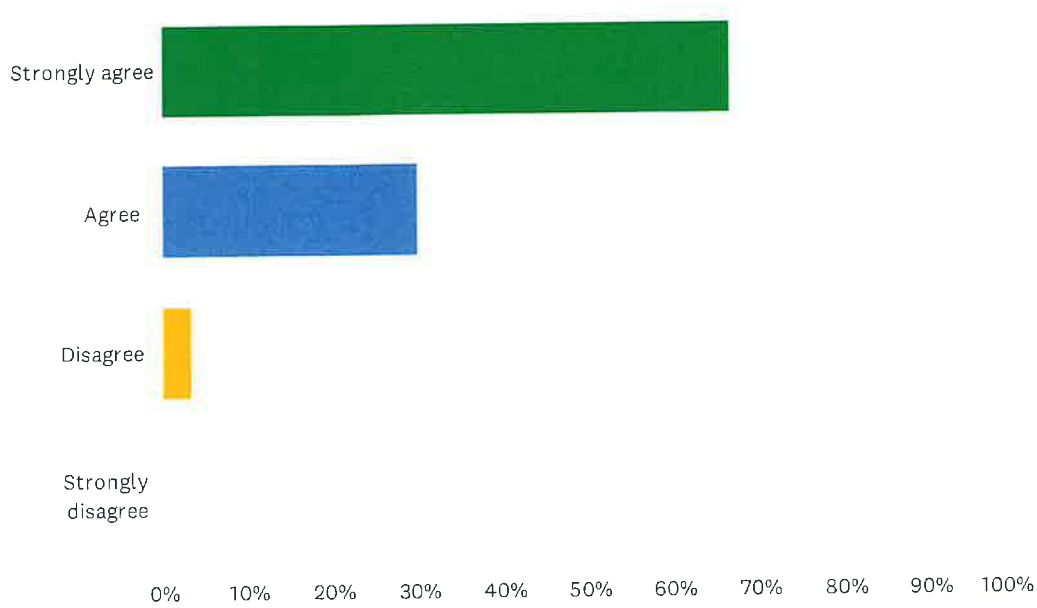
16

0

1

Q11 Nursing team members (PSW, RPN, RN) actively listen to me.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

66.67%

30.00%

3.33%

0.00%

20

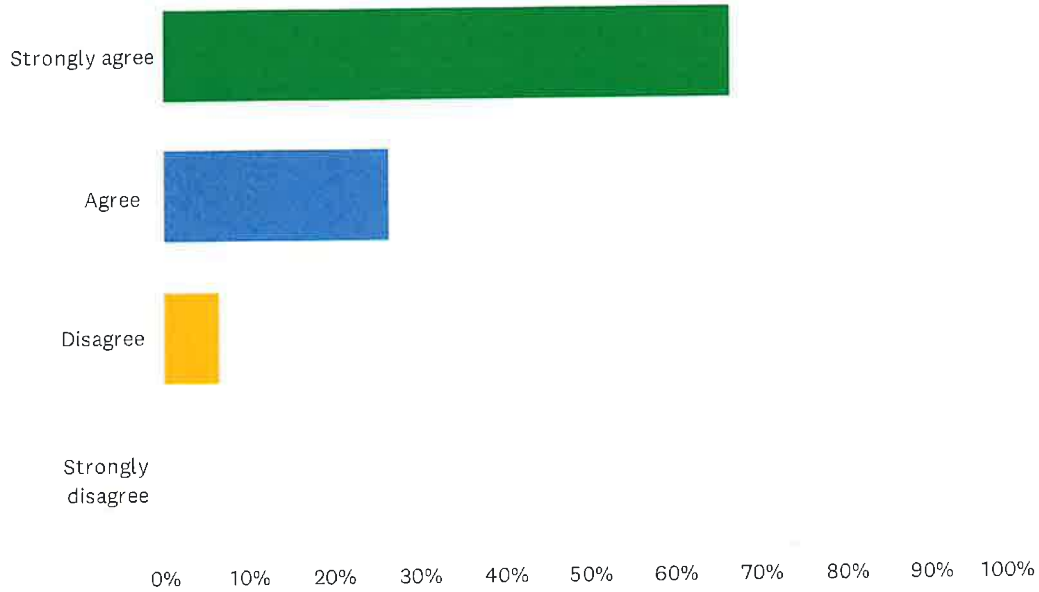
9

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Q12 The home responds to my questions and concerns in a timely manner.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

66.67%

26.67%

6.67%

0.00%

20

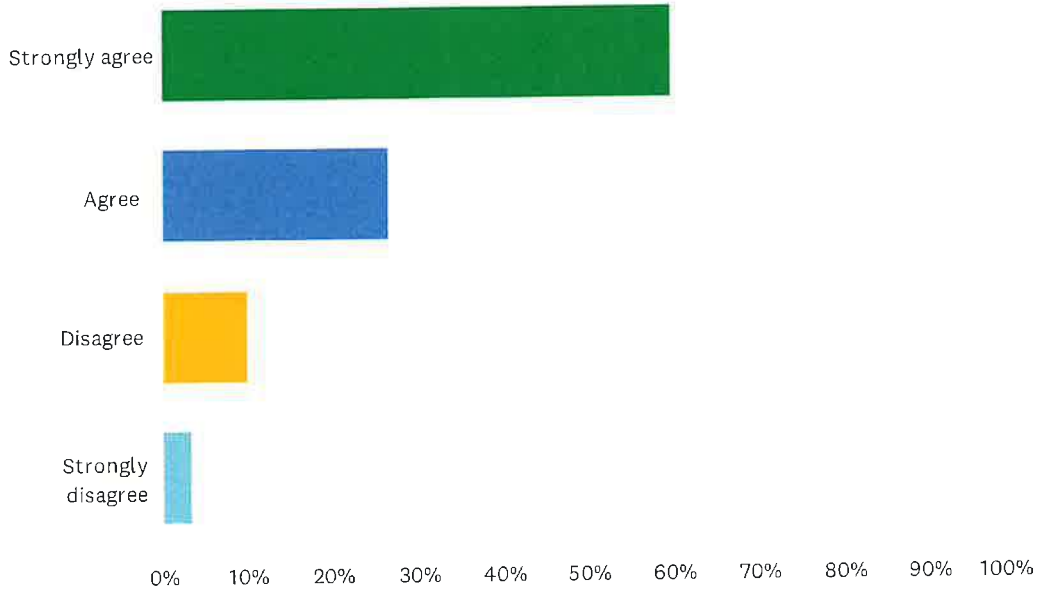
8

2

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Q13 Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag).

Answered: 30 Skipped: 0



ANSWER CHOICES

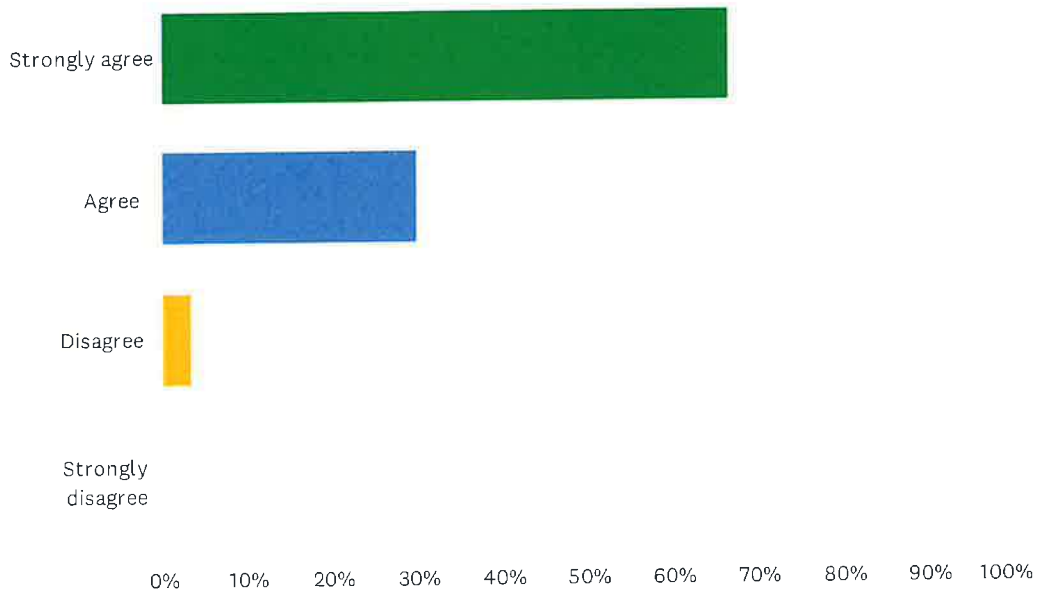
- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Total Respondents: 30

RESPONSES

Response	Percentage	Count
Strongly agree	60.00%	18
Agree	26.67%	8
Disagree	10.00%	3
Strongly disagree	3.33%	1

Q14 I am comfortable approaching a staff member with my concerns.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

66.67%

30.00%

3.33%

0.00%

20

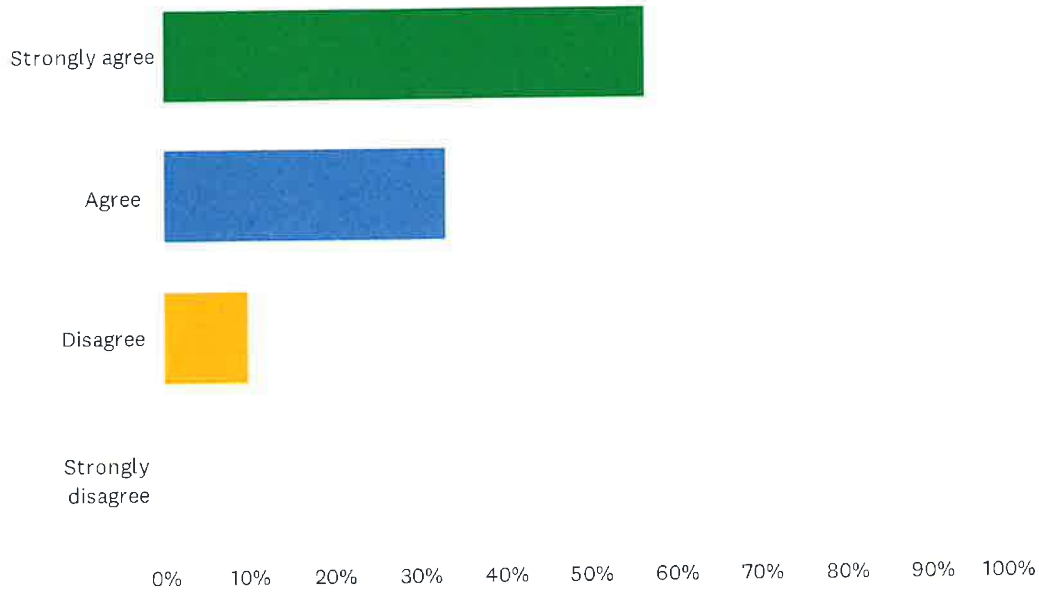
9

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Q15 The home resolves my concerns to my satisfaction.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

56.67%

33.33%

10.00%

0.00%

17

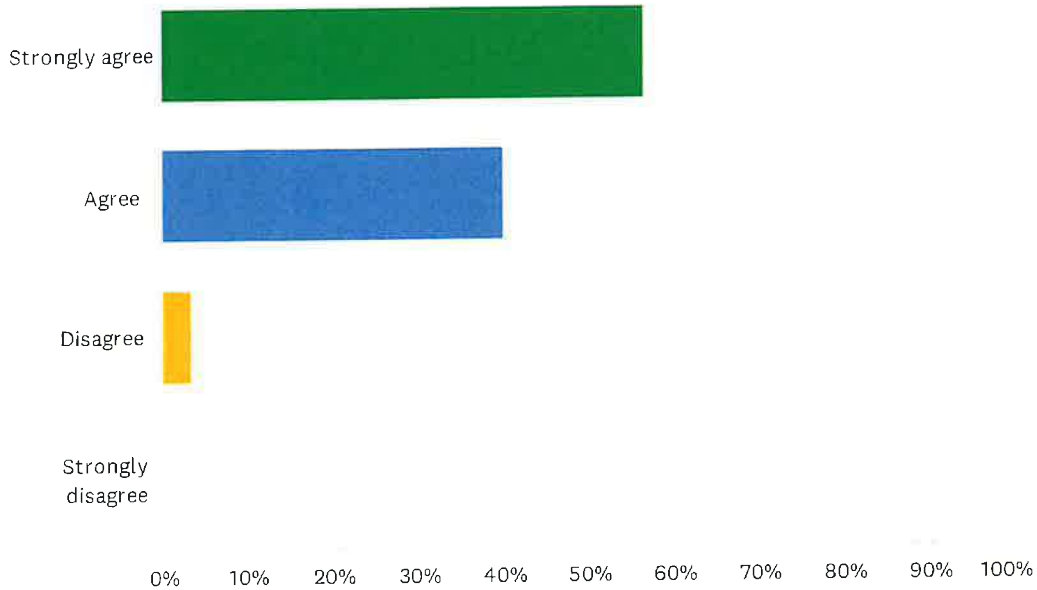
10

3

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Q16 As power of attorney/substitute decision maker I am provided with enough information regarding changes in medication, physical condition, and plan of care in order to provide my informed consent.

Answered: 30 Skipped: 0



ANSWER CHOICES

RESPONSES

Strongly agree

56.67%

17

Agree

40.00%

12

Disagree

3.33%

1

Strongly disagree

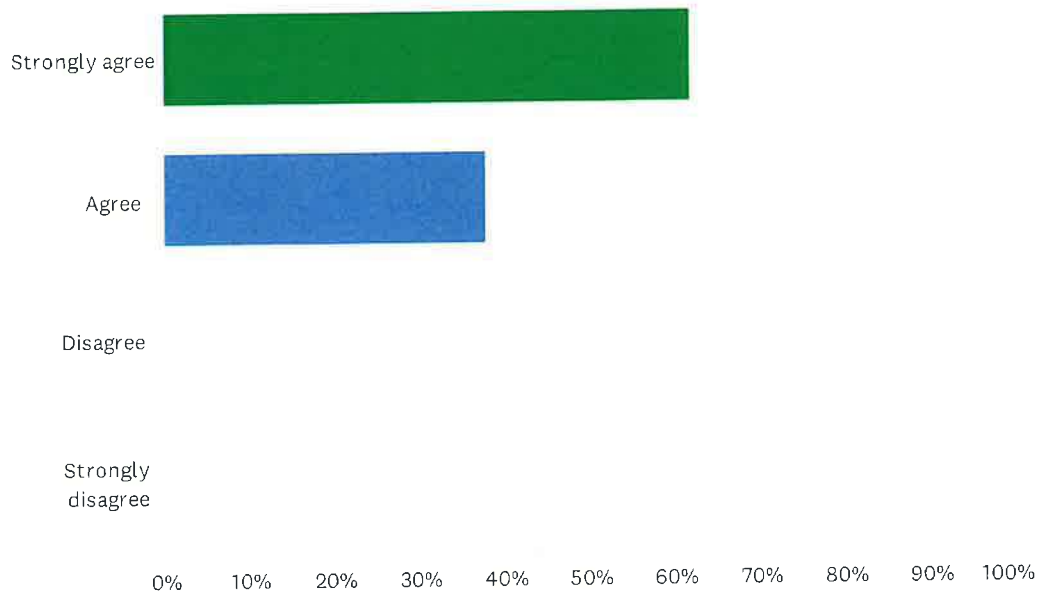
0.00%

0

Total Respondents: 30

Q17 I am satisfied with the dietary department as it relates to food, staff and services.

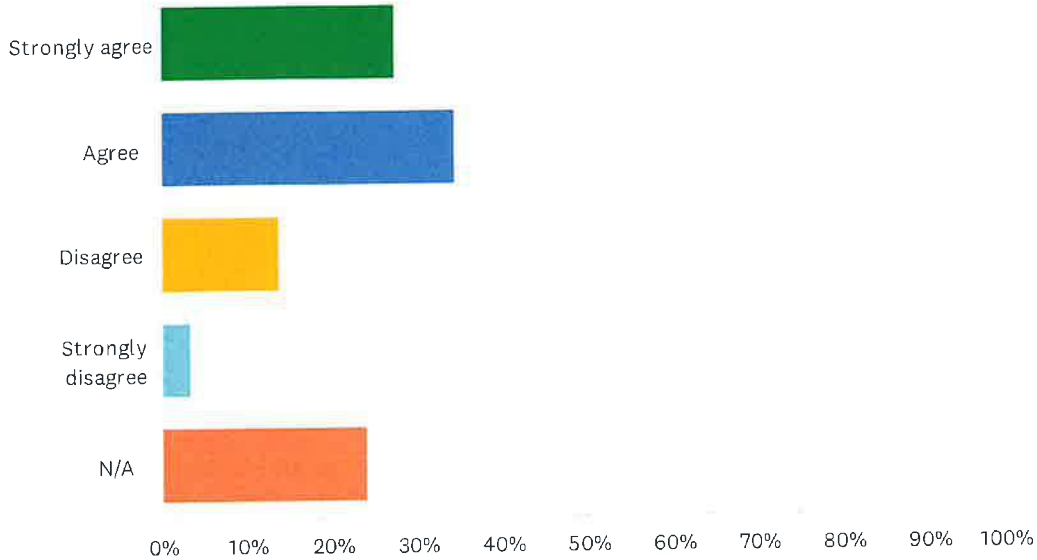
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	62.07%	18
Agree	37.93%	11
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 29		

Q18 I am satisfied with the physiotherapy services provided to my loved one.

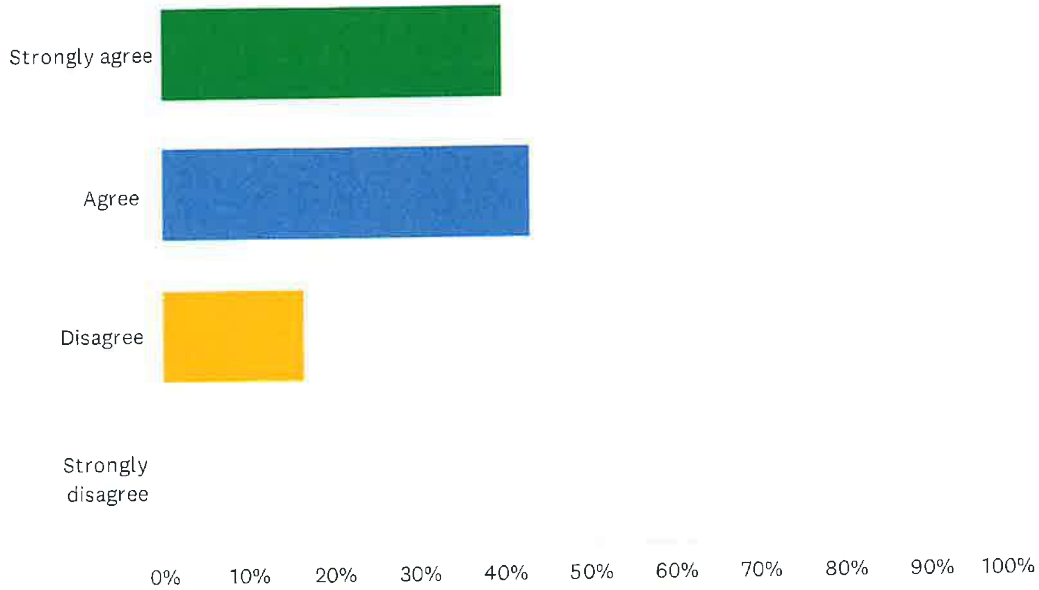
Answered: 29 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	27.59%	8
Agree	34.48%	10
Disagree	13.79%	4
Strongly disagree	3.45%	1
N/A	24.14%	7
Total Respondents: 29		

Q19 I am aware of how I could access external healthcare services. (e.g. dental, advanced foot care, denturist)

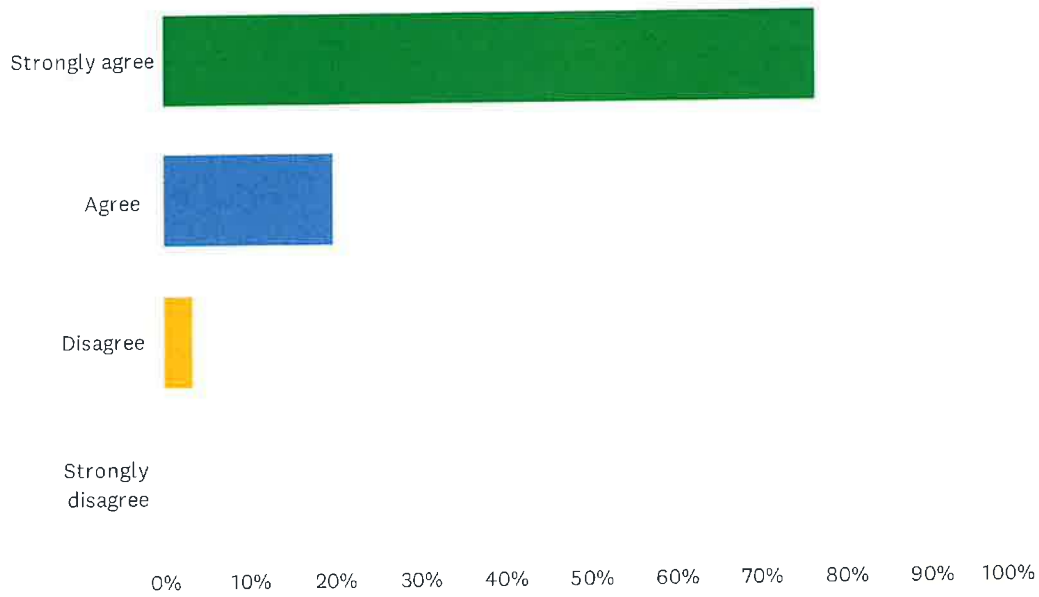
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	40.00%	12
Agree	43.33%	13
Disagree	16.67%	5
Strongly disagree	0.00%	0
Total Respondents: 30		

Q20 I would recommend this home to others.

Answered: 30 Skipped: 0



ANSWER CHOICES

Strongly agree

Agree

Disagree

Strongly disagree

Total Respondents: 30

RESPONSES

76.67%

20.00%

3.33%

0.00%

23

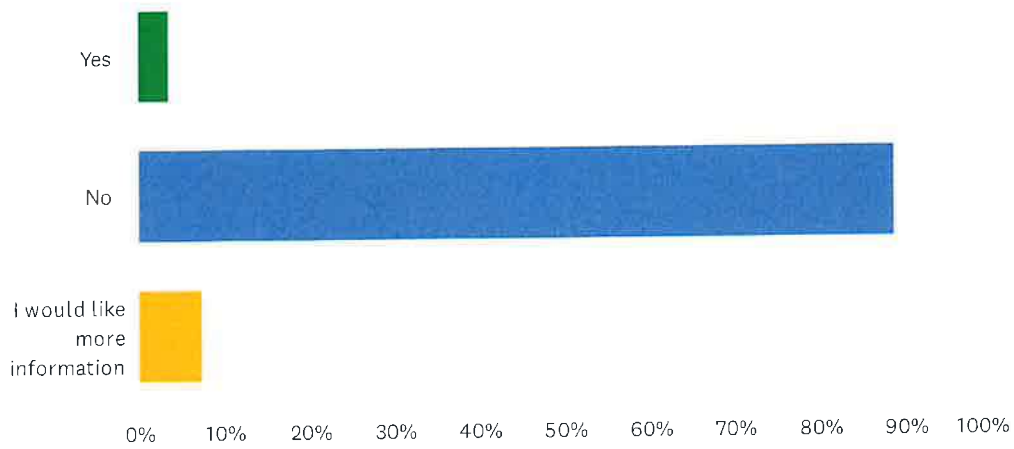
6

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Q21 Are you interested in participating in Friends and Family Council?

Answered: 27 Skipped: 3



ANSWER CHOICES

- Yes
- No
- I would like more information

RESPONSES

Yes	3.70%	1
No	88.89%	24
I would like more information	7.41%	2

Total Respondents: 27