A couple sitting on a bench under a tree

Description automatically generated**CONNECTIONS**

**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:

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| --- | --- |
| **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.

**Complete survey results are available on Lanark County website at** [**https://www.lanarkcounty.ca/en/lanark-lodge-long-term-care/director-of-long-term-care-updates.aspx**](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.lanarkcounty.ca%2Fen%2Flanark-lodge-long-term-care%2Fdirector-of-long-term-care-updates.aspx&data=05%7C02%7Cdflynn%40lanarkcounty.ca%7Cca33646520b44aa58e3208dd5b4ff6b6%7Cebeb5c63d4aa4b229cea84b8c3735bad%7C0%7C0%7C638767121324315600%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=8FReeEpGk5CKwDkMNKA565AnF7ucsPsvjvpTDG0rZ84%3D&reserved=0) **.**

Thank you**, Adam Norwood of Norwood Construction,** for the generous donation of Ottawa Senators tickets. The game takes place March 10, 2025, against Detroit Red Wings.

June McDermott was the winner and was very appreciative as she gifted the tickets to her nephew John Sweeney. A total of $550.00 was raised. A HUGE thank you to everyone for your support.

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| **TWO NEW PROGRAMS BEING ADDED!**  A new woodworking group will be starting in the next few weeks.  Lanark Lodge residents are partnering with St. John’s high school woodshop class to complete a project.  April 3rd at 2pm we will be hosting our 1st resident talent showcase in the Auditorium.  Please reach out to the Recreation team if you feel your loved one would like a table to showcase their talent.  All are welcome to attend this event, we will be serving refreshments in the Tuck Shop. |
|  |
| **NEWS FROM YOUR DIETARY DEPARTMENT**  **Taste Like Home Recipe of the Month Program:**  Residents and family members are encouraged to share their favorite homemade recipes. Each month a recipe will be chosen, and the selected Resident will receive a tour of our Kitchen. Recipe options can include baked goods, main dishes or side dishes. The options are endless! For more information on the program or to submit your recipe, please email Haley Waldeck, Food Services Manager at  [hwaldeck@lanarkcounty.ca](mailto:hwaldeck@lanarkcounty.ca).  **Visiting during mealtimes**  We are happy to provide you with a space located outside the dining room during your visit. A dietary staff member will be happy to prepare the Resident’s meal tray prior to the start of meal service. Please reference the daily menu boards, located near the dining room, to find out what’s on the menu.  Visitors are asked to bring their own food and drink if planning to eat with the Resident.  The Norm Ferrier Room is available for small or large gatherings. The room can be booked through the main office, free of charge, during regular business office hours. |



**Welcoming Donna Marks . . . our New Stylist!**

We would like to take the opportunity to introduce you to our new stylist Donna. Donna has over 35 years of experience working in and owning her own salon. Recently Donna retired but that didn’t last too long! Donna lives in Perth and has made the decision to join our team. Donna’s experience is evident in her personable client service and attention to detail in her hairdressing.

New pricing available April 1, 2025