

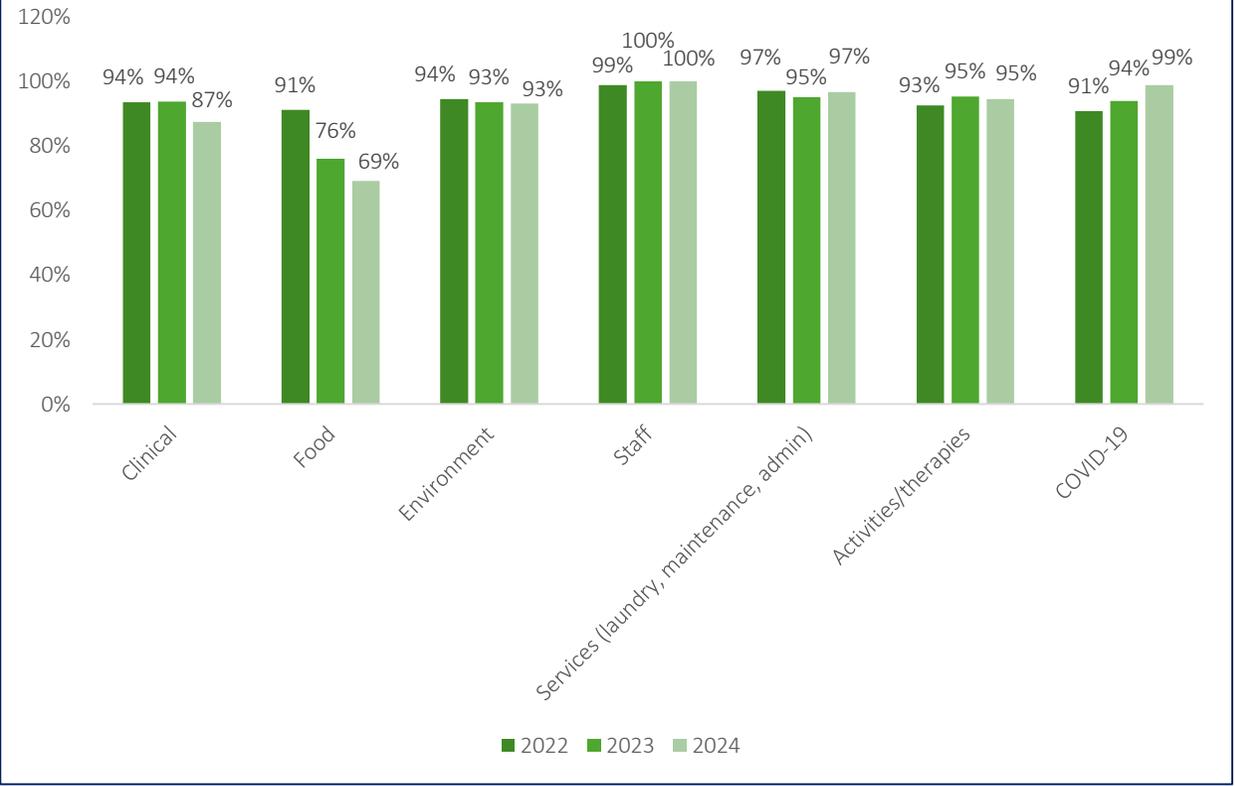


Annex 1.1

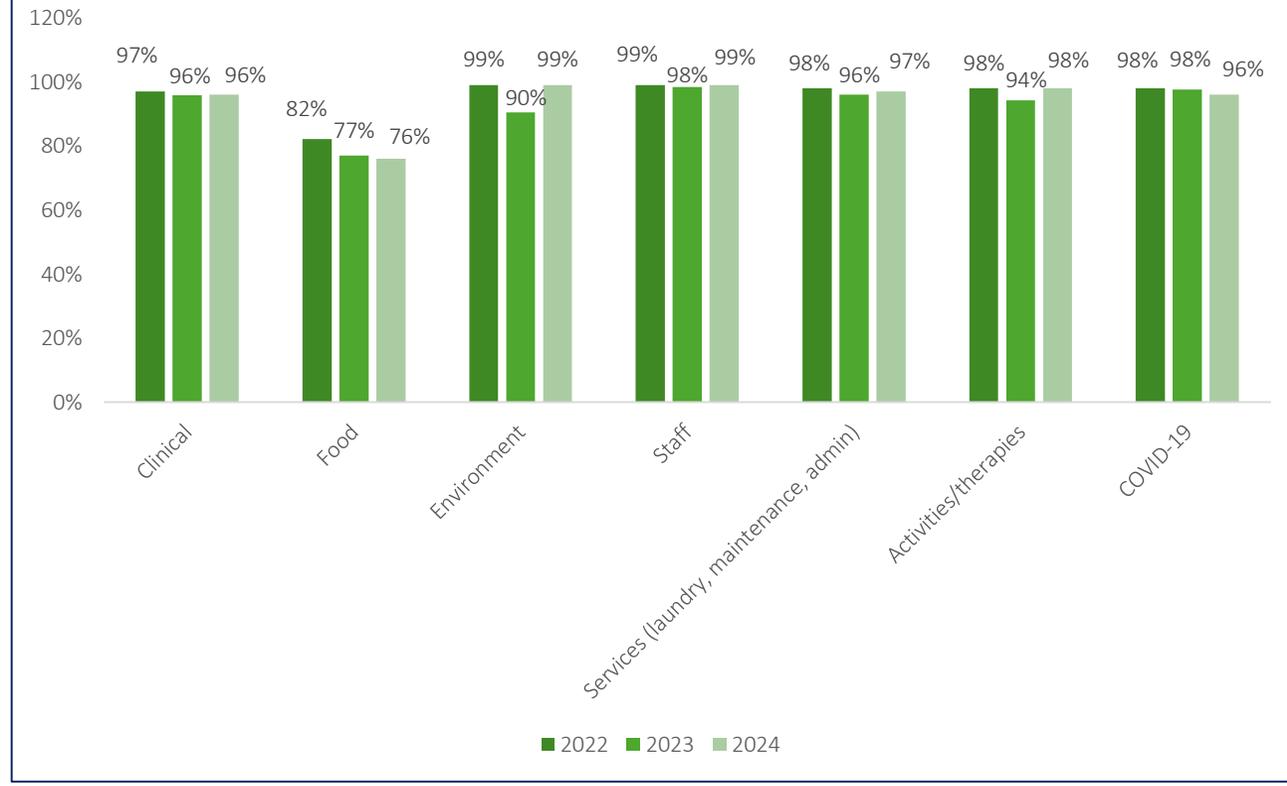
RPA Satisfaction Surveys

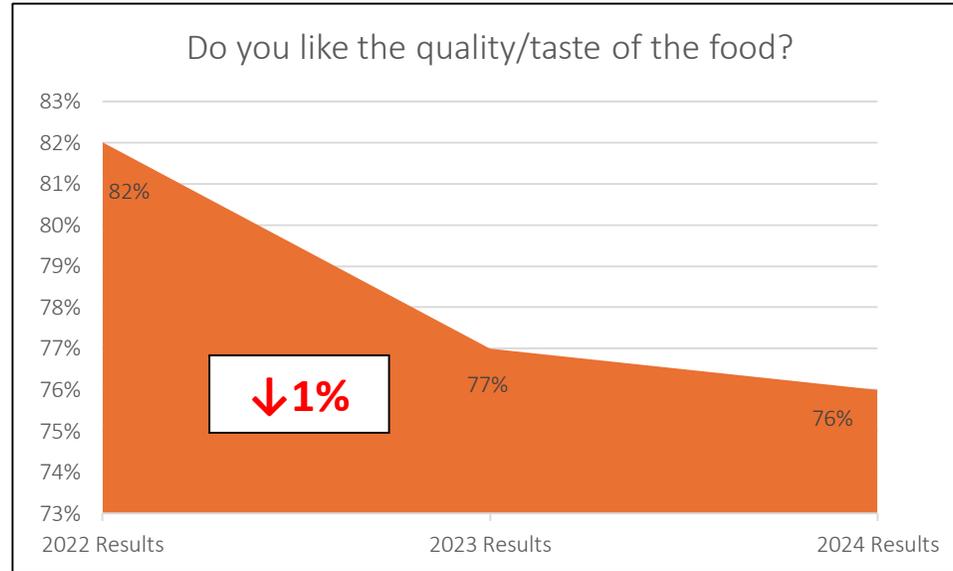
2022-2024

Family members results 2022-2024

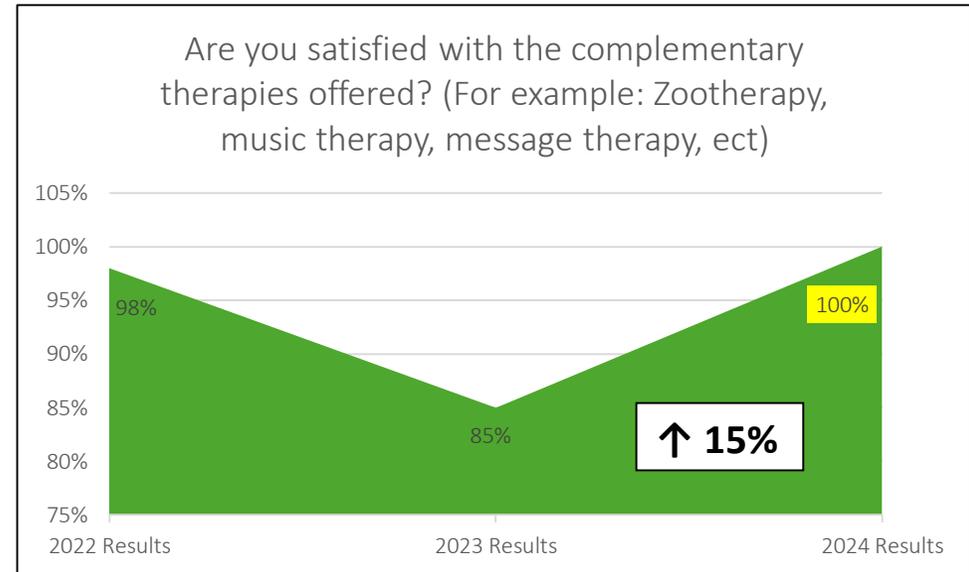
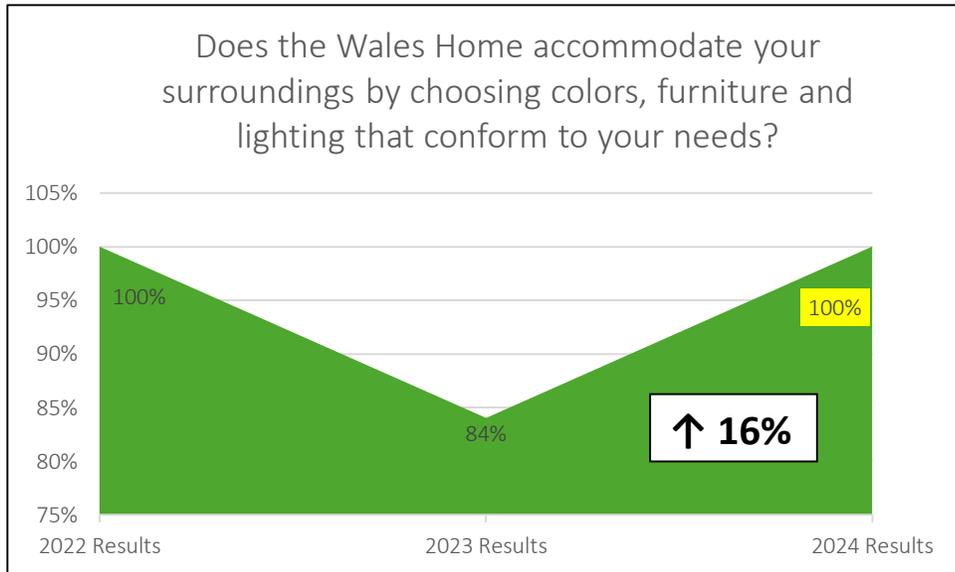


Residents results 2022-2024

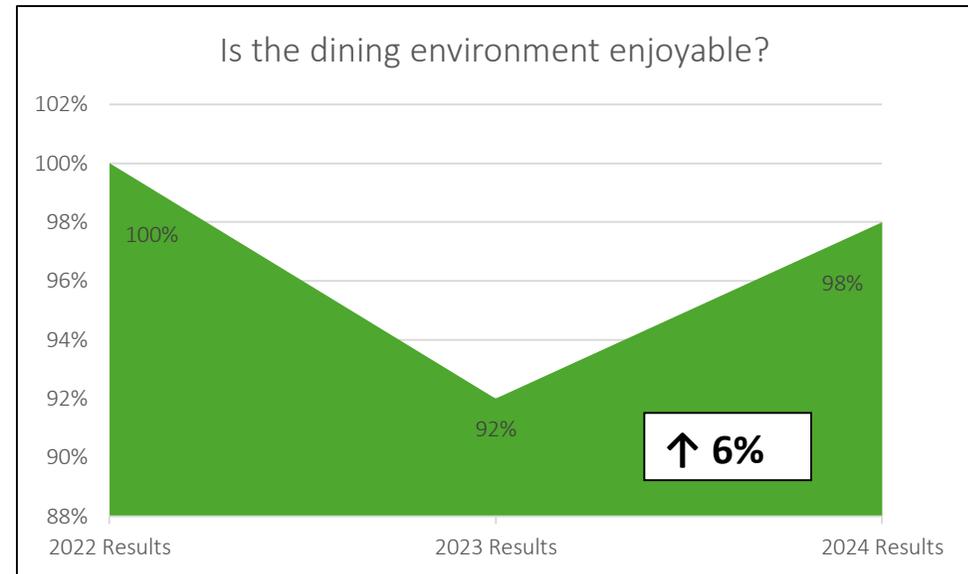




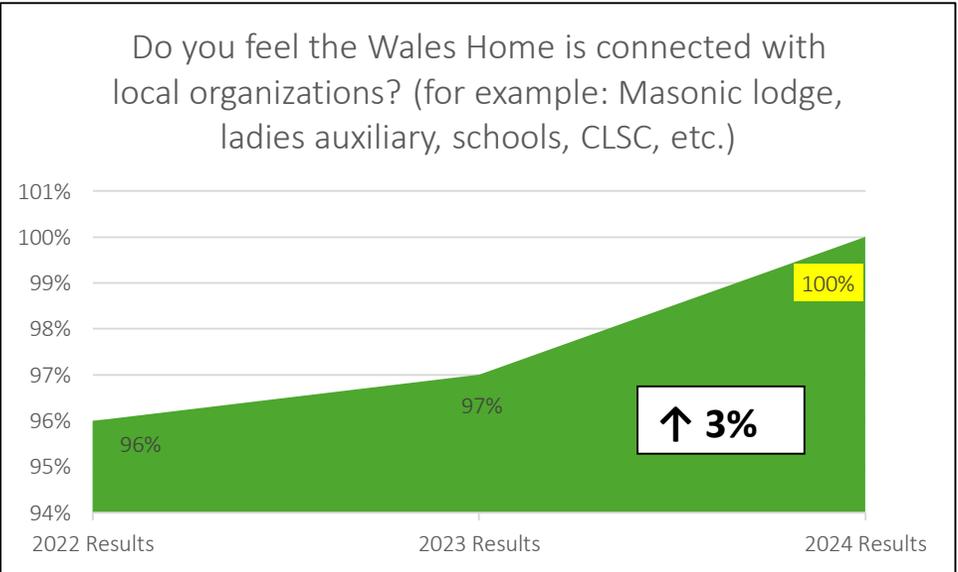
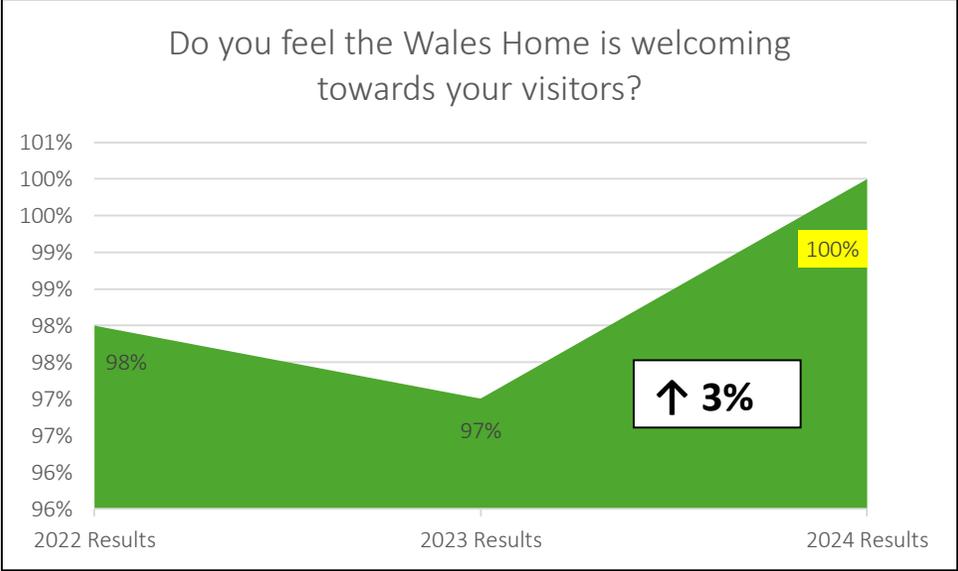
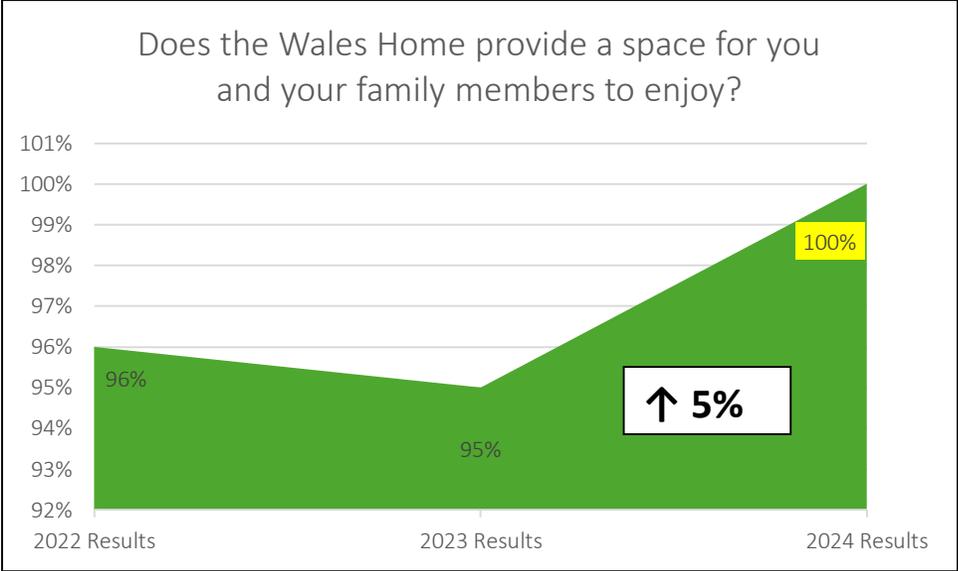
RPA Residents



RPA Residents

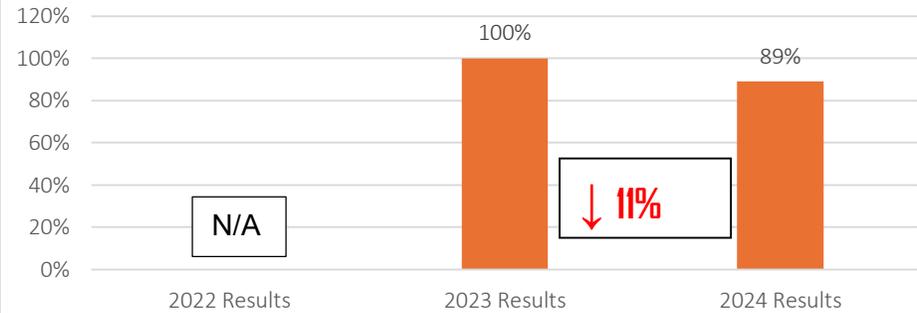


RPA Residents

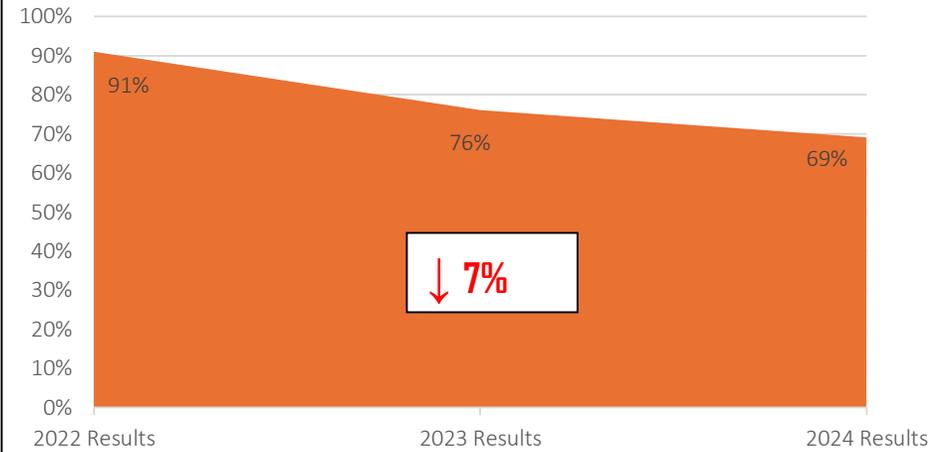


RPA Family members

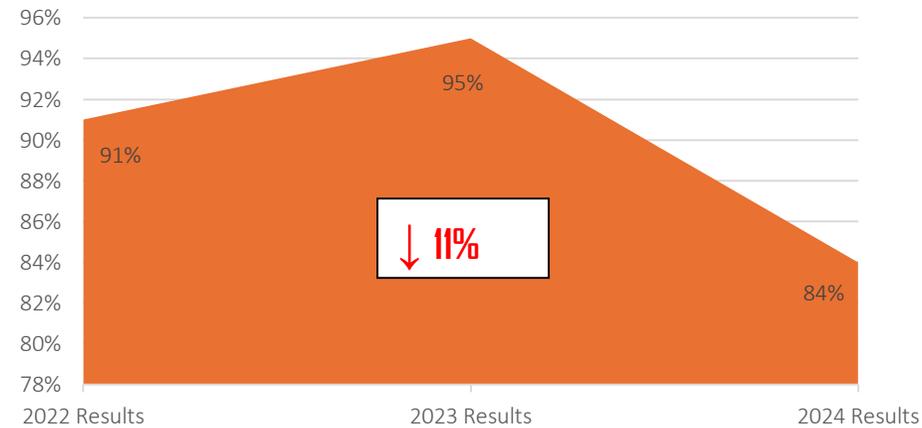
When incidents/accidents or errors occur involving your family members (i.e. falls, injuries, medication errors), are you informed in a timely and satisfactory manner?



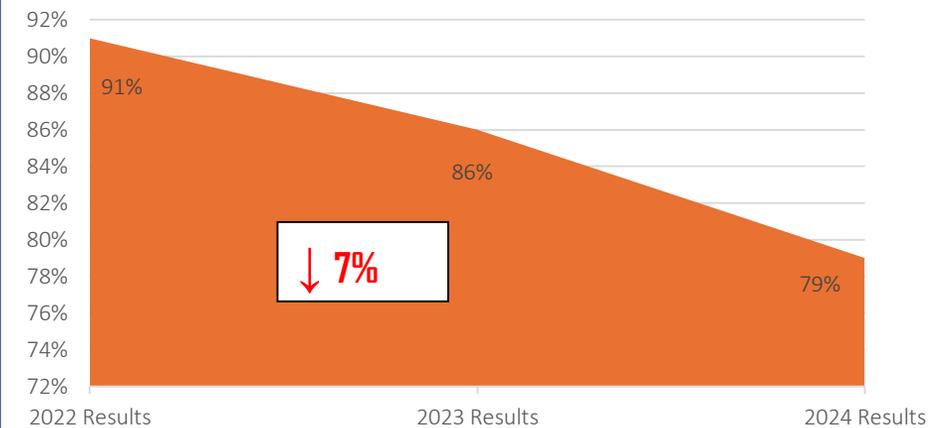
Do you like the quality/taste of the food?



Does the Wales Home provide a space for you and your family member to enjoy?



Does the nurse inform you of any changes to your loved one's health?

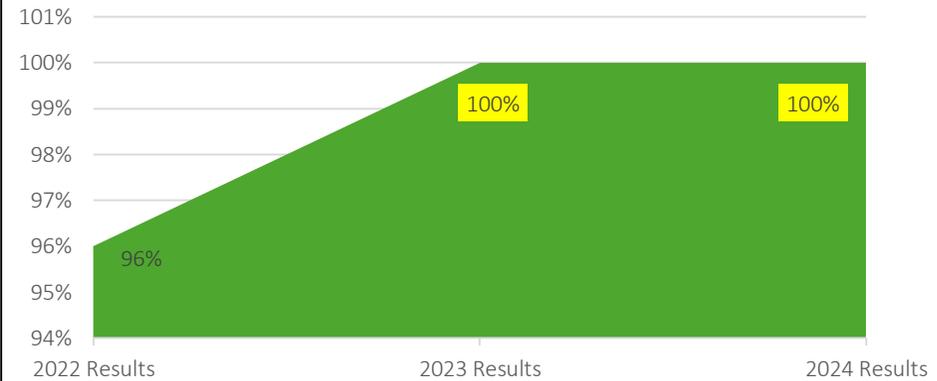


RPA Family members

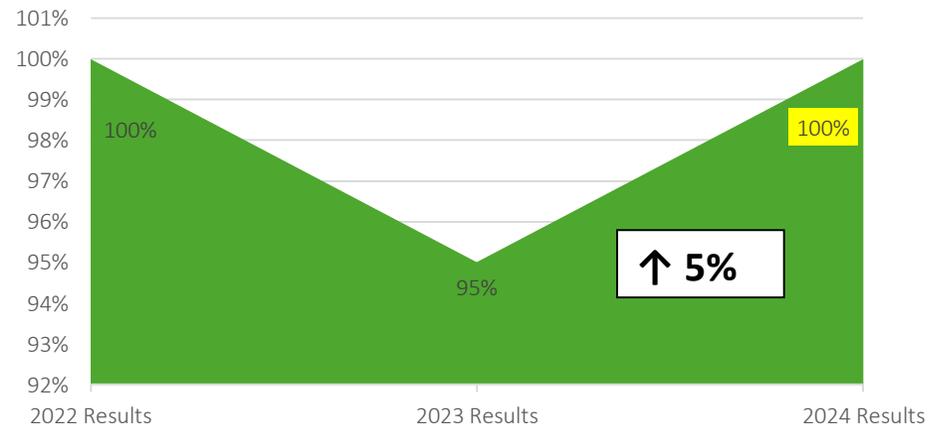
Do you feel the Wales Home is connected with local organizations? (for example: Masonic lodge, ladies auxiliary, schools, CLSC, ect...)



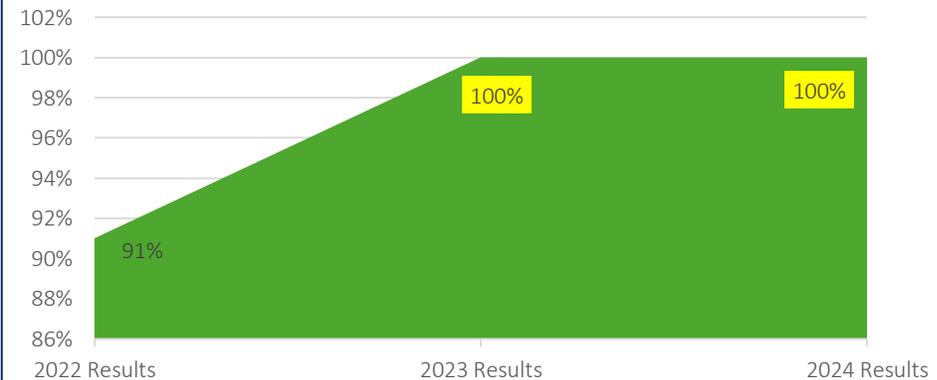
Do you feel the staff is understanding of your loved one's needs and compassionate towards them?



Are you satisfied with the maintenance department?



Are you satisfied with the complementary therapies offered? (for example: zotherapy, music therapy, massage therapy, etc.)



RPA Family members

Do you find staff friendly and courteous?



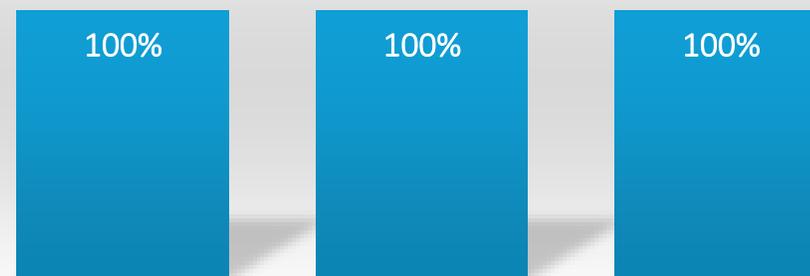
2022 Results

2023 Results

2024 Results



Do you feel the Wales Home is welcoming towards you?



2022 Results

2023 Results

2024 Results

PART 2: COVID-19 QUESTIONS

Question	2024 Results	2023 Results	2022 Results	Comment
Do you feel that enough is being done to keep you active and social given the strict restrictions?	95%	90%	78%	5% increase
Are you satisfied with the pace of information that was provided for your regarding restrictions, measures, changes to services, ect?	100%	95%	97%	5% increase
Are you satisfied with the communication provided to you regarding the pandemic?	100%	95%	97%	5% increase
Do you feel confident in the measures and restrictions taken to provide for your safety against COVID-19?	100%	95%	91%	5% increase

RPA Resident Results – 2024 compared to 2023 and 2022

Participation 2024	Participation 2023	Participation 2022
53/91 = 58%	62/90 = 73%	44/82 = 54%

Data represents “meets expectations,” “exceeds expectations” and “does not meet expectations”

PART 1: GENERAL QUESTIONS				
	2024 Results	2023 Results	2022 Results	Comment
Do you like the quality/taste of the food?	76%	77%	82%	↓ 1%
Does the Wales Home accommodate your surroundings by choosing colors, furniture and lighting that conform to your needs?	100%	84%	100%	↑ 16%
Are you satisfied with the complementary therapies offered? (For example: Zootherapy, music therapy, message therapy, ect)	100%	85%	98%	↑ 15%
Are you satisfied with the laundry services?	95%	90%	98%	↑ 5%
Do you feel well informed about your health and medical treatment?	94%	92%	98%	↑ 2%
Is the dining environment enjoyable?	98%	92%	100%	↑ 6%

Does the Wales Home provide a space for you and your family members to enjoy?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	96%	↑ 5%
Does the nurse inform you of any changes to your health?	2024 Results	2023 Results	2022 Results	Comment
	97%	97%	96%	
Do you feel the Wales Home is welcoming towards your visitors?	2024 Results	2023 Results	2022 Results	Comment
	100%	97%	98%	↑ 3%
Are the activities enjoyable?	2024 Results	2023 Results	2022 Results	Comment
	96%	97%	98%	↓ 1%
Do you feel the Wales Home is connected with local organizations? (for example: Masonic lodge, ladies auxiliary, schools, CLSC, etc.)	2024 Results	2023 Results	2022 Results	Comment
	100%	97%	96%	↑ 3%
When accidents or errors occur regarding your health, do you feel well informed about what happened?	2024 Results	2023 Results	2022 Results	Comment
	97%	98%	N/A	↓ 1%
Do you feel the staff is understanding of your needs and compassionate towards them?	2024 Results	2023 Results	2022 Results	Comment
	98%	98%	98%	
Are you satisfied with the services that allow you to practice your spirituality?	2024 Results	2023 Results	2022 Results	Comment
	97%	98%	98%	↓ 1%

Are you satisfied with the administration?	2024 Results	2023 Results	2022 Results	Comment
	98%	98%	96%	
Are you satisfied with the maintenance department?	2024 Results	2023 Results	2022 Results	Comment
	98%	100%	100%	↓ 1%
Do you find staff friendly and courteous?	2024 Results	2023 Results	2022 Results	Comment
	100%	100%	100%	
Do you feel staff perform adequate hand hygiene before providing care and services?	2024 Results	2023 Results	2022 Results	Comment
	100%	N/A	N/A	
PART 2: COVID-19 QUESTIONS				
Are you satisfied with the communication provided to you regarding the pandemic?	2024 Results	2023 Results	2022 Results	Comment
	94%	97%	98%	↓ 3%
Are you satisfied with the pace of information that was provided for your regarding restrictions, measures, changes to services, etc.?	2024 Results	2023 Results	2022 Results	Comment
	98%	97%	98%	↑ 1%
Do you feel that enough is being done to keep you active and social given the strict restrictions?	2024 Results	2023 Results	2022 Results	Comment
	98%	98%	96%	
Do you feel confident in the measures and restrictions taken to provide for your safety against COVID-19?	2024 Results	2023 Results	2022 Results	Comment
	94%	98%	98%	↓ 4%

RPA Family Members – 2024 compared to 2023 and 2022

Participation 2024	Participation 2023	Participation 2022
21/50= 42%	21/66 = 32%	23/100 = 23%

Data represents “meets expectations,” “exceeds expectations” and “does not meet expectations”

PART 1: GENERAL QUESTIONS				
	2024 Results	2023 Results	2022 Results	Comment
Do you like the quality/taste of the food?	69%	76%	91%	↓ 7%
Does the nurse inform you of any changes to your loved one’s health?	79%	86%	91%	↓ 7%
Are the activities enjoyable?	84%	86%	91%	↓ 2%
Is the dining environment enjoyable?	94%	90%	96%	4% increase
Do you feel well informed about your loved one’s health and medical treatment?	94%	95%	96%	↓ 1%
Does the Wales Home provide a space for you and your family member to enjoy?	84%	95%	91%	11% decrease

Does the Wales Home accommodate your loved one's surroundings by choosing colours, furniture and lighting that conform to their needs?	2024 Results	2023 Results	2022 Results	Comment
	93%	95%	96%	2% decrease
Do you feel the Wales Home is connected with local organizations? (for example: Masonic lodge, ladies auxiliary, schools, CLSC, ect...)	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	91%	5% increase
Are you satisfied with the laundry services?	2024 Results	2023 Results	2022 Results	Comment
	95%	95%	100%	
Are you satisfied with the maintenance department?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	100%	5% increase
Are you satisfied with the administration?	2024 Results	2023 Results	2022 Results	Comment
	95%	95%	91%	
Do you find staff friendly and courteous?	2024 Results	2023 Results	2022 Results	Comment
	100%	100%	100%	
When incidents/accidents or errors occur involving your family members (i.e. falls, injuries, medication errors), are you informed in a timely and satisfactory manner?	2024 Results	2023 Results	2022 Results	Comment
	89%	100%	N/A	11% decrease
Do you feel the Wales Home is welcoming towards you?	2024 Results	2023 Results	2022 Results	Comment
	100%	100%	100%	
	2024 Results	2023 Results	2022 Results	Comment

Do you feel the staff is understanding of your loved one's needs and compassionate towards them?	100%	100%	96%	
Are you satisfied with the complementary therapies offered? (for example: zotherapy, music therapy, massage therapy, etc.)	2024 Results	2023 Results	2022 Results	Comment
	100%	100%	91%	
Are you satisfied with the services that all your loved one to practice their spirituality?	2024 Results	2023 Results	2022 Results	Comment
	94%	100%	97%	6% decrease
Do you feel staff perform adequate hand hygiene before providing care and services?	2024 Results	2023 Results	2022 Results	Comment
	94%	N/A	N/A	
PART 2: COVID-19 QUESTIONS				
Do you feel that enough is being done to keep you active and social given the strict restrictions?	2024 Results	2023 Results	2022 Results	Comment
	95%	90%	78%	5% increase
Are you satisfied with the pace of information that was provided for you regarding restrictions, measures, changes to services, ect?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	97%	5% increase
Are you satisfied with the communication provided to you regarding the pandemic?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	97%	5% increase
Do you feel confident in the measures and restrictions taken to provide for your safety against COVID-19?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	91%	5% increase