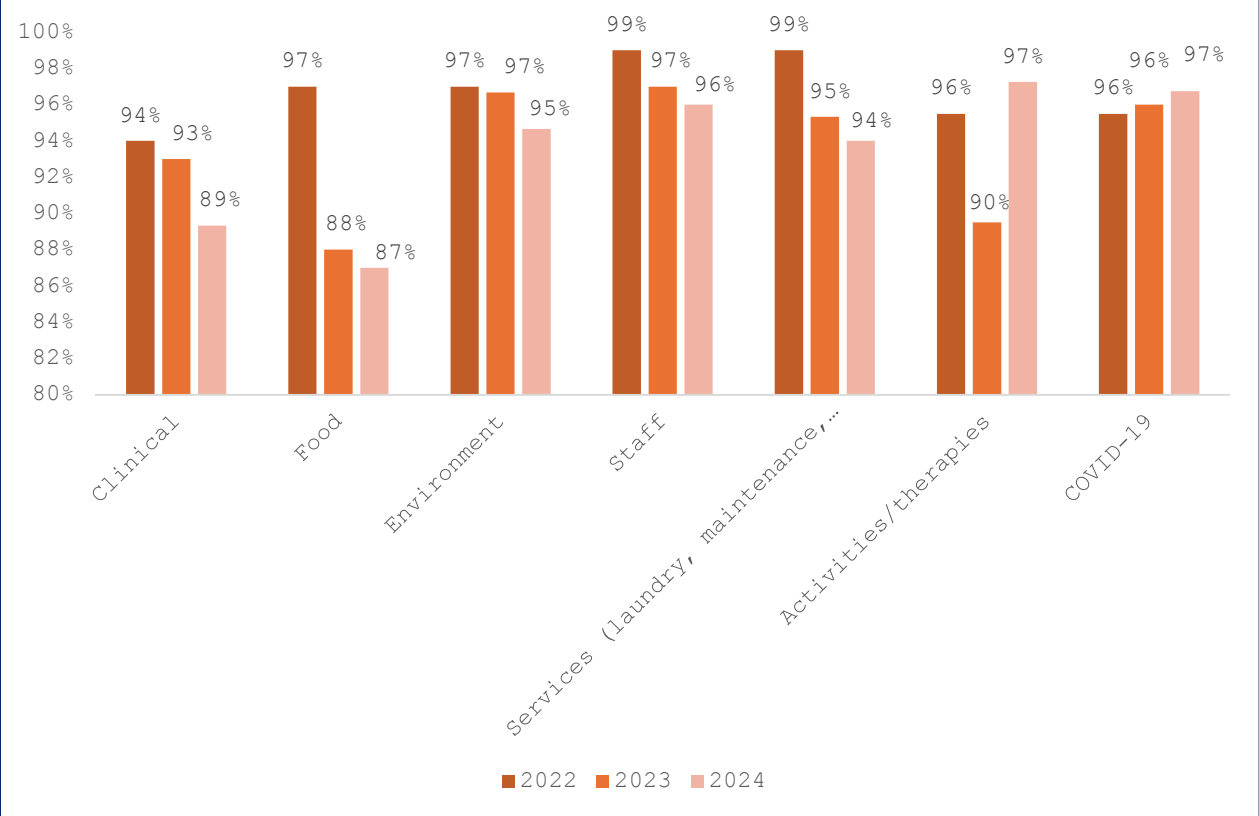


CHSLD Satisfaction Surveys

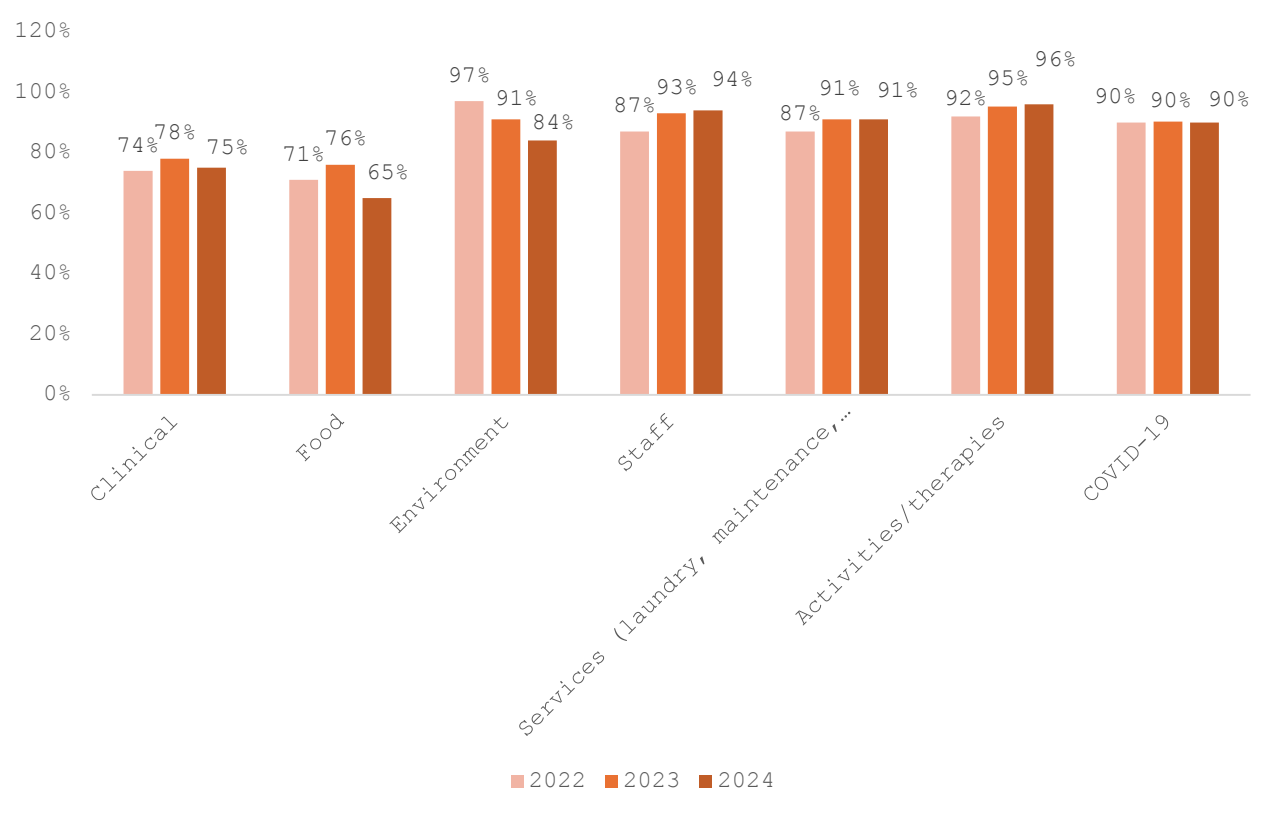
2022-2024



Family members results 2022-2024

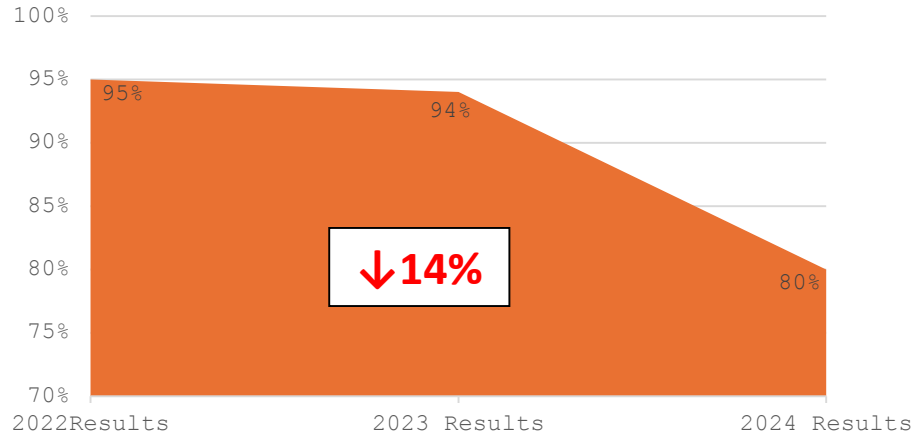


Residents results 2022-2024

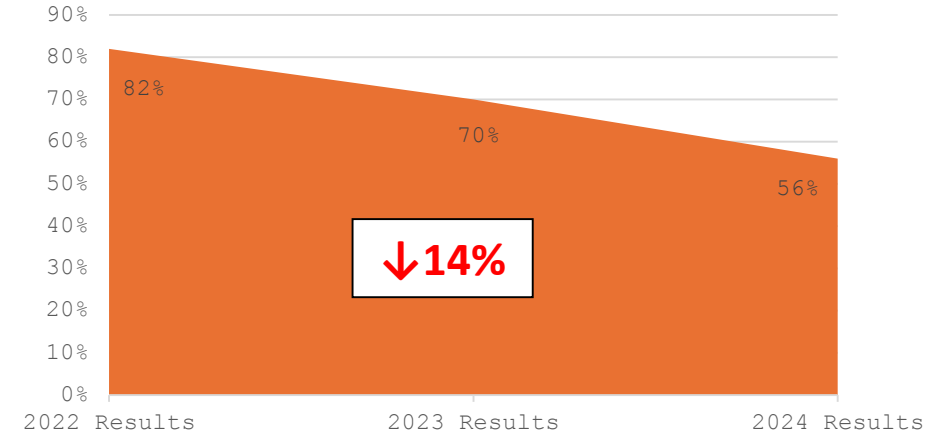


CHSLD Residents

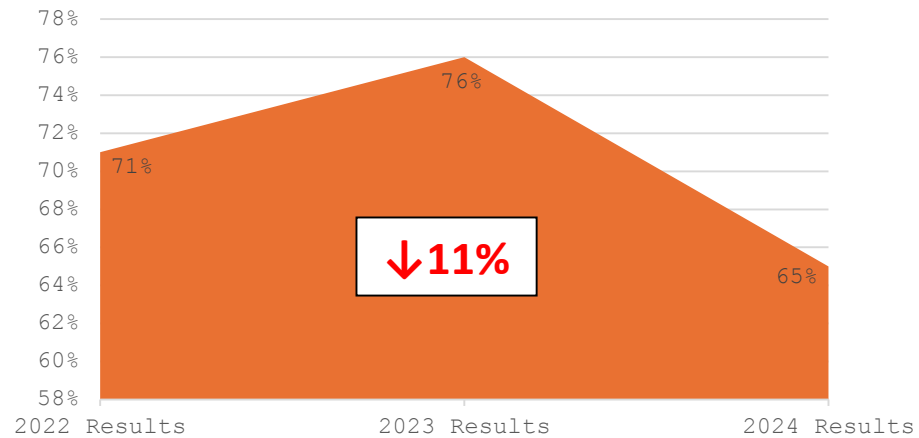
Do you find the dining environment enjoyable?



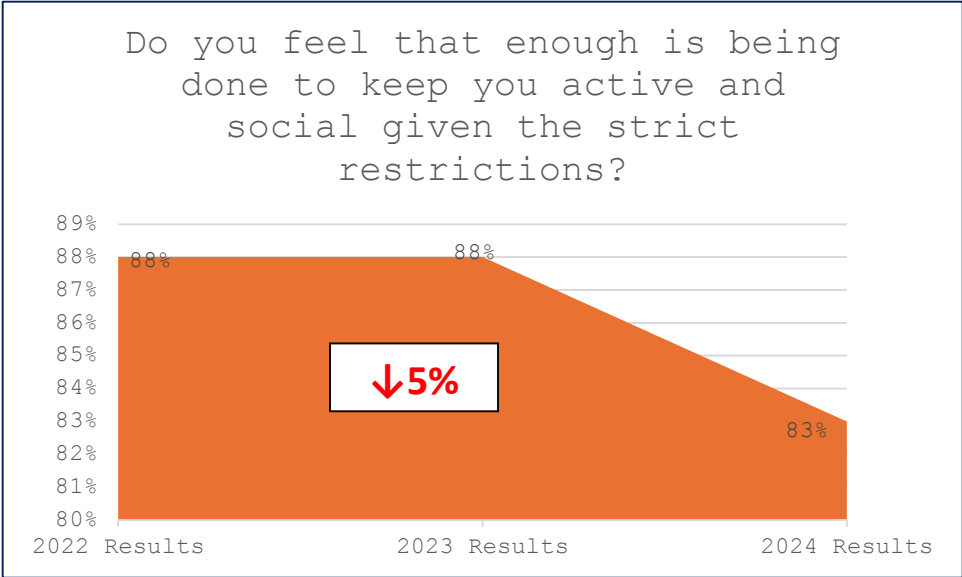
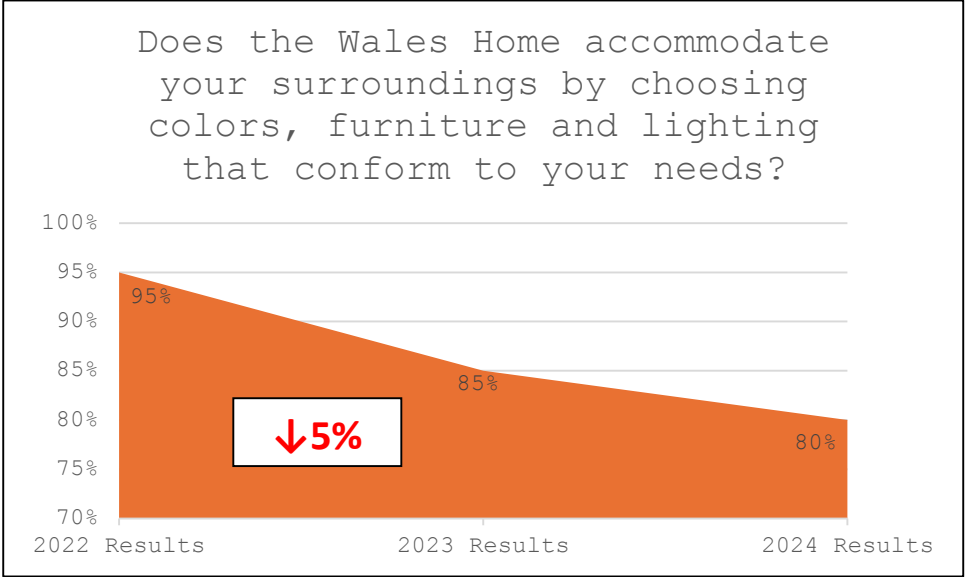
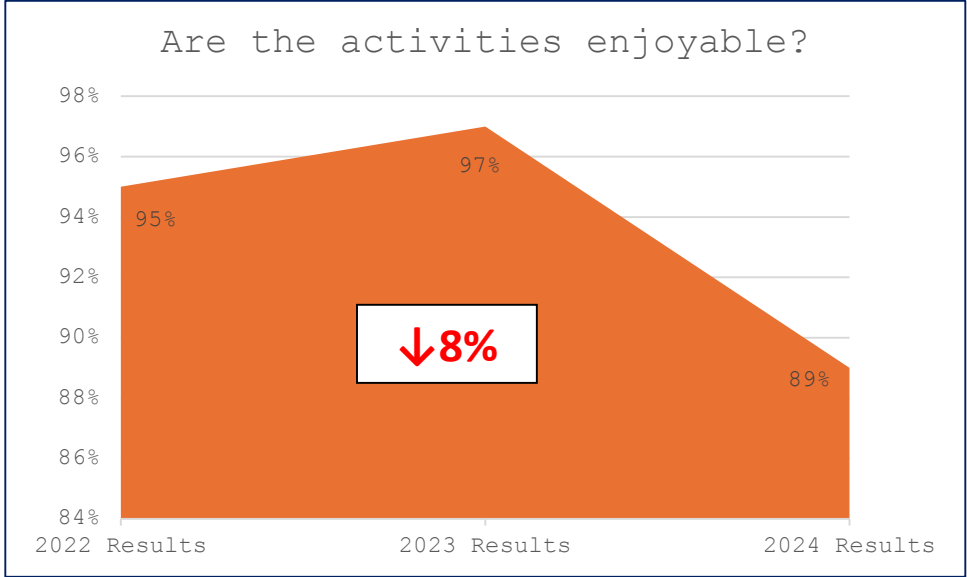
Does the nurse inform you of any changes to your health?



Do you like the quality/taste of the food?

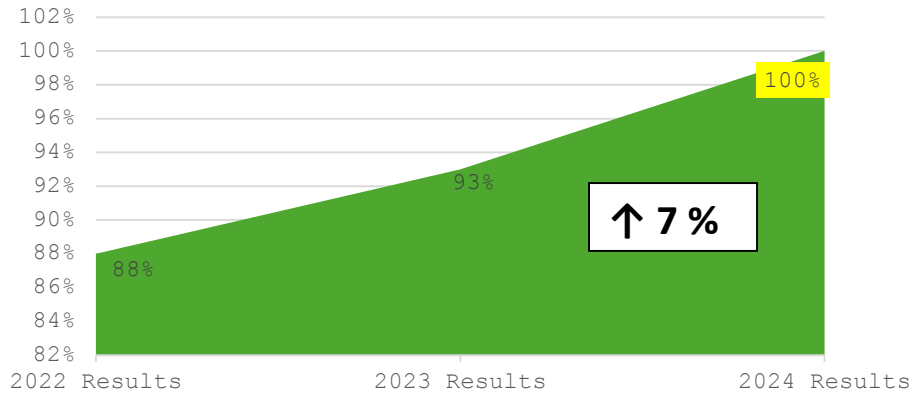


CHSLD Residents

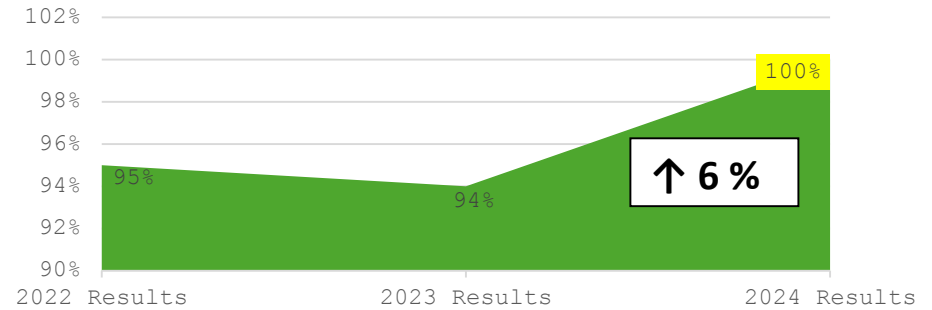


CHSLD Residents

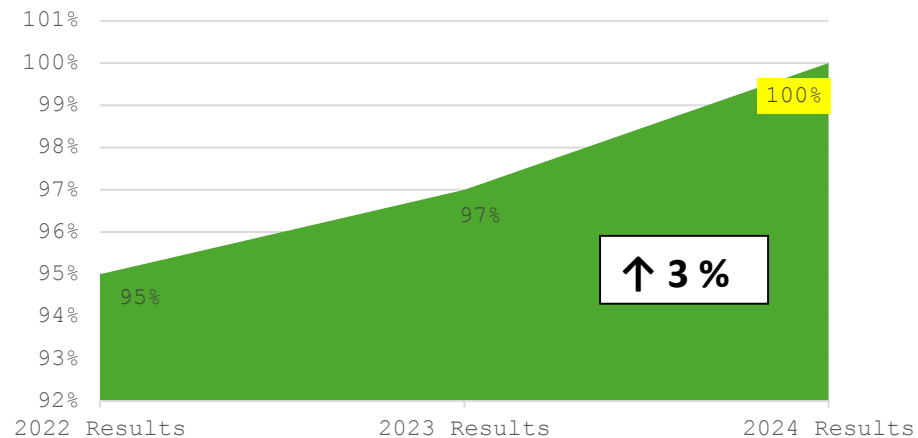
Are you satisfied with the services that allow you to practice your spirituality?



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

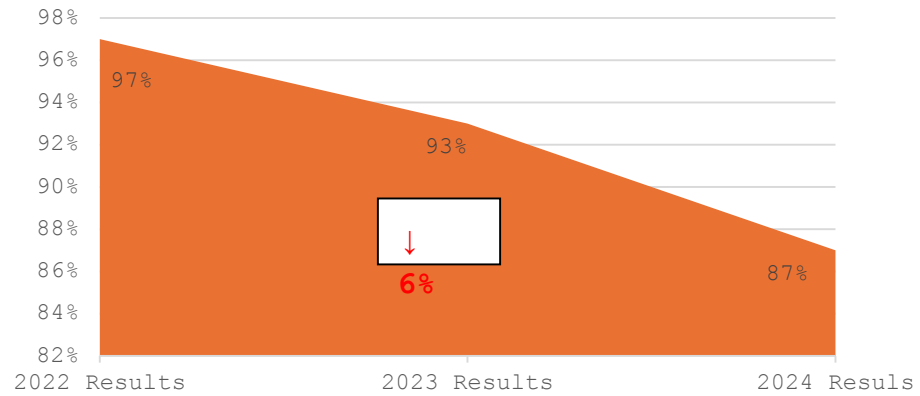


Do you find staff friendly and courteous?

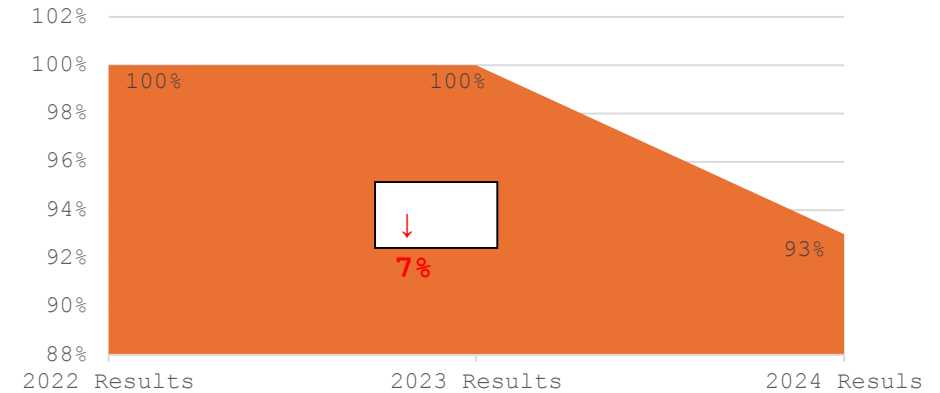


CHSLD Family members

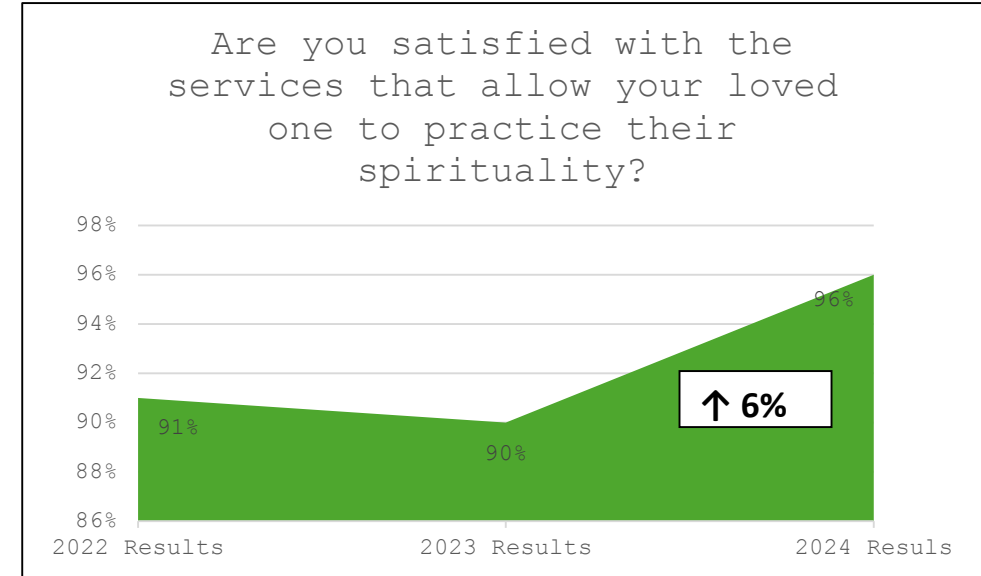
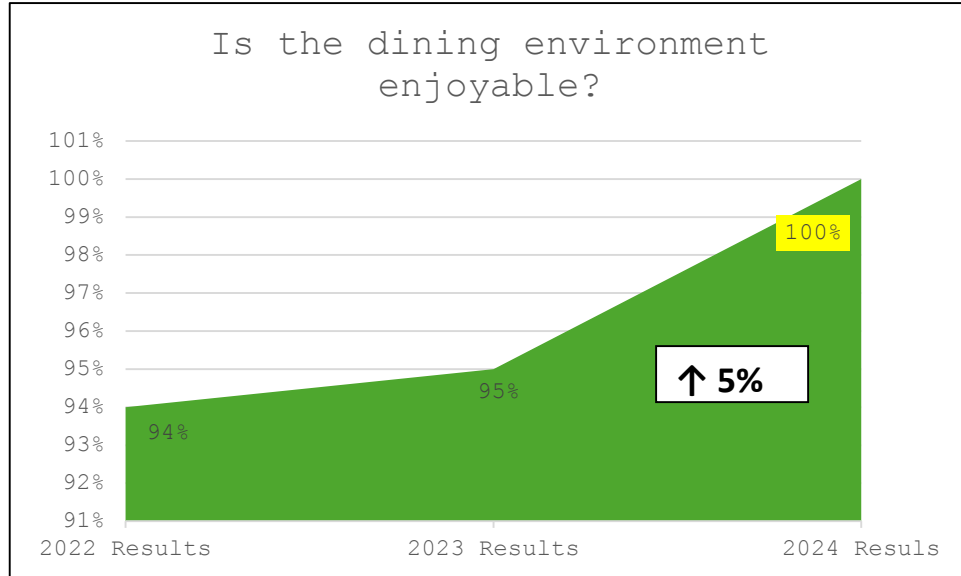
Does the nurse inform you of any changes to your loved one's health?



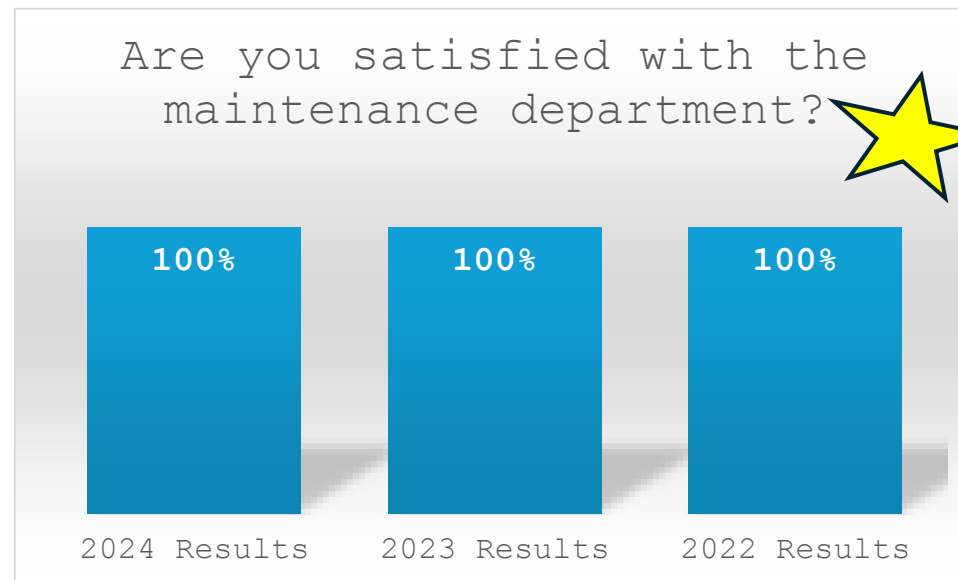
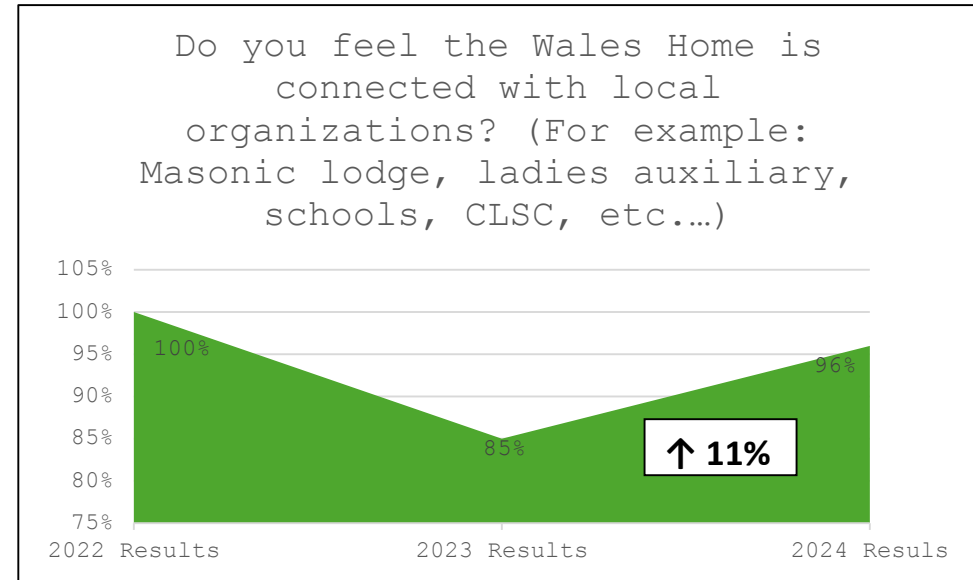
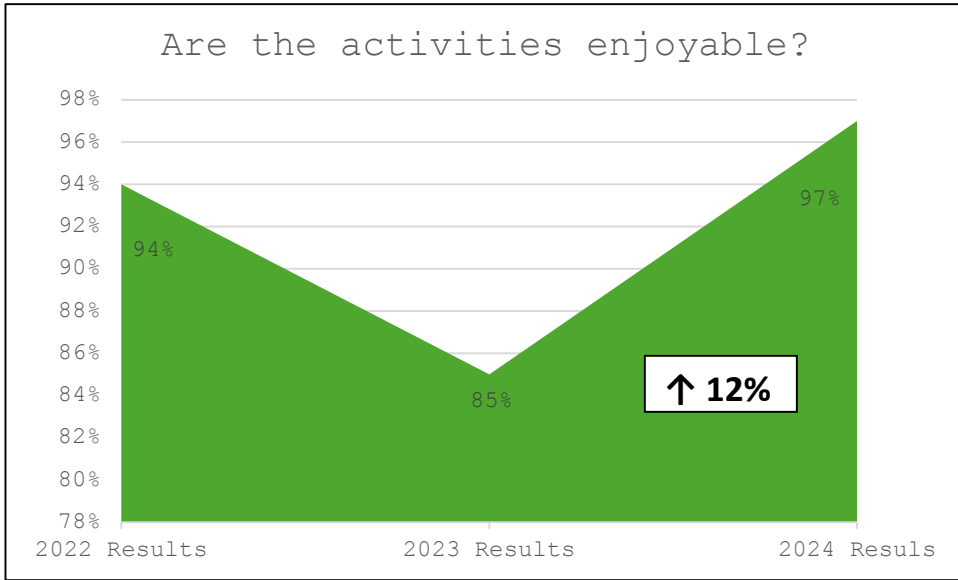
Does the Wales Home provide a space for you and your family members to enjoy?



CHSLD Family members



CHSLD Family members



CHSLD Satisfaction Survey Resident Results

RESIDENT PARTICIPATION: 2024 vs 2023 vs 2022						
Surveys issued 2024	Surveys issued in 2023	Surveys issued in 2022	Participation 2024	Participation 2023	Participation in 2022	
22/96=23% (↓24%)	45/96 = 47%	20/96 = 21%	22/96= 23%	33 / 96 = 34%	17 /96= 18%	
PART 1: GENERAL QUESTIONS			DATA REPRESENTS "MEETS AND EXCEEDS EXPECTATIONS."			
			2024 Results	2023 Results	2022 Results	Comment
Does the nurse inform you of any changes to your health?			56%	70%	82%	↓14%
			2024 Results	2023 Results	2022 Results	Comment
Do you feel well informed about your health and medical treatment?			81%	76%	65%	↑ 5%
			2024 Results	2023 Results	2022 Results	Comment
Do you like the quality/taste of the food?			65%	76%	71%	↓ 9%
			2024 Results	2023 Results	2022 Results	Comment
Are you satisfied with the laundry services?			84%	79%	65%	↑ 5 %

Does the Wales Home accommodate your surroundings by choosing colors, furniture and lighting that conform to your needs?	2024 Results	2023 Results	2022 Results	Comment
	80%	85%	95%	↓ 5%
Do you feel the staff is understanding of your needs and compassionate towards them?	2024 Results	2023 Results	2022 Results	Comment
	86%	88%	95%	↓ 2%
When accidents or errors occur regarding your health, do you feel well informed about what happened?	2024 Results	2023 Results	2022 Results	Comment
	87%	88%	N/A	↓ 1%
Are you satisfied with the services that allow you to practice your spirituality?	2024 Results	2023 Results	2022 Results	Comment
	100%	93%	88%	↑ 7 %
Do you feel the Wales Home is welcoming towards your visitors?	2024 Results	2023 Results	2022 Results	Comment
	95%	94%	71%	↑ 1 %
Does the Wales Home provide a space for you and your family members to enjoy?	2024 Results	2023 Results	2022 Results	Comment
	91%	94%	100%	↓ 3%

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%	94%	95%	↑ 6 %
Are you satisfied with the administration?	2024 Results	2023 Results	2022 Results	Comment
	93%	94%	100%	↓ 1%
Do you find the dining environment enjoyable?	2024 Results	2023 Results	2022 Results	Comment
	80%	94%	95%	↓ 14%
Do you find staff friendly and courteous?	2024 Results	2023 Results	2022 Results	Comment
	100%	97%	95%	↑ 3 %
Are the activities enjoyable?	2024 Results	2023 Results	2022 Results	Comment
	89%	97%	95%	↓ 8%
Are you satisfied with the complementary therapies offered? (For example: Zootherapy, music therapy, message therapy, etc.)	2024 Results	2023 Results	2022 Results	Comment
	93%	97%	88%	↓ 4%

	2024 Results	2023 Results	2022 Results	Comment
Are you satisfied with the maintenance department?	95%	100%	95%	↓ 5%
	2024 Results	2023 Results	2022 Results	Comment
Do you feel staff perform adequate hand hygiene before providing care and services?	95%	N/A	N/A	

PART 2: COVID-19 QUESTIONS

	2024 Results	2023 Results	2022 Results	Comment
Are you satisfied with the communication provided to you regarding the pandemic?	85%	85%	88%	
Do you feel that enough is being done to keep you active and social given the strict restrictions?	83%	88%	88%	5% decrease
Are you satisfied with the pace of information that was provided for your regarding restrictions, measures, changes to services, etc.?	95%	91%	88%	4% increase
Do you feel confident in the measures and restrictions taken to provide for your safety against COVID-19?	95%	97%	95%	2% decrease

CHSLD Satisfaction Survey Family Results

FAMILY PARTICIPATION: 2023 vs 2022

Surveys issued in 2024	Surveys issued in 2023	Surveys issued in 2022	Participation 2024	Participation 2023	Participation in 2022
83/96= 86% /↓4%	86/96 = 90%	96/96 = 100%	49/83 = 59%	41/86 = 48%	33/96 = 34%

PART 1: GENERAL QUESTIONS

DATA REPRESENTS "MEETS AND EXCEEDS EXPECTATIONS."

	2024 Results	2023 Results	2022 Results	Comment
Are the activities enjoyable?	97%	85%	94%	↑ 12%
Do you feel the Wales Home is connected with local organizations? (For example: Masonic lodge, ladies auxiliary, schools, CLSC, etc....)	96%	85%	100%	↑ 11%
Do you feel well informed about your loved one's health and medical treatment?	87%	88%	91%	↓ 1%
Do you like the quality/taste of the food?	87%	88%	97%	↓ 1%
Are you satisfied with the laundry services?	86%	88%	97%	↓ 2%

Are you satisfied with the services that allow your loved one to practice their spirituality?	2024 Results	2023 Results	2022 Results	Comment
	96%	90%	91%	↑ 6%
Do you feel the staff is understanding of your loved one's needs and compassionate towards them?	2024 Results	2023 Results	2022 Results	Comment
	92%	93%	97%	↓ 1%
Does the nurse inform you of any changes to your loved one's health?	2024 Results	2023 Results	2022 Results	Comment
	87%	93%	97%	↓ 6%
Does the Wales Home accommodate your loved one's surroundings by choosing colors, furniture and lighting that conform to their needs?	2024 Results	2023 Results	2022 Results	Comment
	91%	95%	97%	↓ 4%
Is the dining environment enjoyable?	2024 Results	2023 Results	2022 Results	Comment
	100%	95%	94%	↑ 5%
When incidents/accidents or errors occur involving your family member (i.e., falls, injuries, medication errors), are you informed in a timely and satisfactory manner?	2024 Results	2023 Results	2022 Results	Comment
	94%	98%	N/A	↓ 4%
Do you feel the Wales Home is welcoming towards you?	2024 Results	2023 Results	2022 Results	Comment
	98%	98%	100%	

Are you satisfied with the complementary therapies offered? (for example: zotherapy, music therapy, massage therapy, etc.)	2024 Results	2023 Results	2022 Results	Comment
	100%	98%	97%	↑ 2%
Are you satisfied with administration?	2024 Results	2023 Results	2022 Results	Comment
	96%	98%	100%	↓ 2%
Do you find staff friendly and courteous?	2024 Results	2023 Results	2022 Results	Comment
	98%	100%	100%	↓ 2%
Does the Wales Home provide a space for you and your family members to enjoy?	2024 Results	2023 Results	2022 Results	Comment
	93%	100%	100%	↓ 7%
Are you satisfied with the maintenance department?	2024 Results	2023 Results	2022 Results	Comment
	100%	100%	100%	
Do you feel staff perform adequate hand hygiene before providing care and services to your loved one?	2024 Results	2023 Results	2022 Results	Comment
	97%	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
	93%	93%	91%	
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%	95%	97%	↓ 1%
Are you satisfied with the pace of information that was provided for you regarding restrictions, measures, changes to services, etc.?	2024 Results	2023 Results	2022 Results	Comment
	100%	98%	97%	↑ 2%
Are you satisfied with the communication provided to you regarding the pandemic?	2024 Results	2023 Results	2022 Results	Comment
	100%	98%	97%	↑ 2%