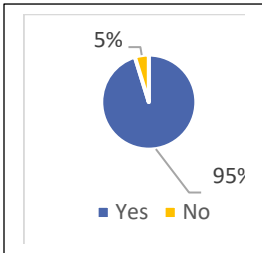


RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

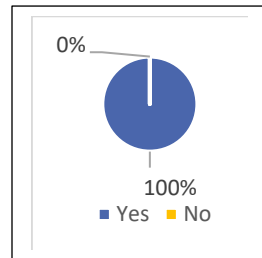
SITE: Bashaw Lodge – 22 responses out of 23 residents January – February 2023

1. I Enjoy living here Celebrating Success What we've learned What we are doing



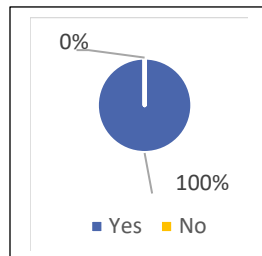
It's a great place to be	Residents seem to really enjoy living in the lodge	We will continue to make sure that residents enjoy their time at the lodge by providing great food and fun activities.
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2. I live in a safe and secure environment Celebrating Success What we've learned What we are doing



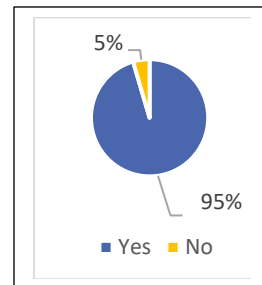
Residents feel safe in the lodge	Residents know to report anything to staff if they feel that they are not safe	We will continue to provide a safe and secure building for the residents to enjoy
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3. I feel that the staff care about me and others Celebrating Success What we've learned What we are doing



I really like the staff here, they're all very friendly, helpful and loving "You better believe it"	Residents really appreciate how much the staff care about the people that live in the lodge	We will continue to provide person center focused care to the residents to ensure they always feel special living there.
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4. Staff are friendly and cheerful Celebrating Success What we've learned What we are doing



Most staff are friendly	Residents are very happy with the atmosphere of the lodge.	We will continue to create a happy and healthy environment for the residents and family members
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RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

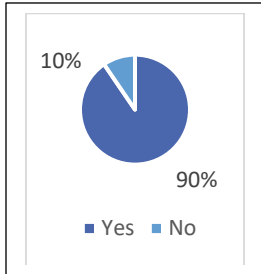
SITE: Bashaw Lodge – 22 responses out of 23 residents January – February 2023

5. I feel I am listened to when I have a problem

Celebrating Success

What we've learned

What we are doing



Most residents feel like they are being listened to

Some issues cannot be taken care of by staff or management

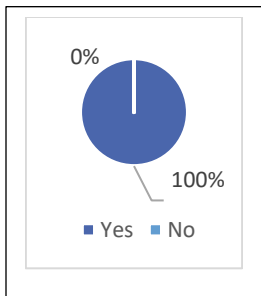
Residents knowing what can or cannot be solved will be something we can work on informing them of going forward so they understand what kinds of concerns we can absolutely do something about and what concerns we may not be able to solve.

6. I am treated with respect

Celebrating Success

What we've learned

What we are doing



Staff does their best to make us feel special

Residents feel that they are treated with respect. When issues come up with regards it is addressed.

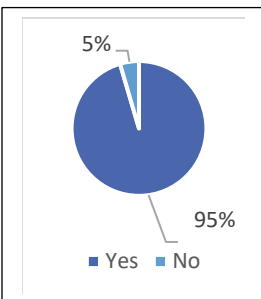
We will continue to provide person centered care so residents always feel respected in their homes.

7. My friends and family are welcome here.

Celebrating Success

What we've learned

What we are doing



Family members are always made to feel welcome.

The residents really appreciate their families being able to come and participate in activities and events

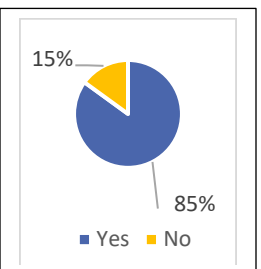
We will continue to encourage the family members to come and visit by offering meal tickets and keeping them informed on the activities ahead of time so they have enough time to plan their visits.

8. I enjoy the dining experience

Celebrating Success

What we've learned

What we are doing



The staff does a great job

Staff recognize that they cannot please every resident when it comes to food. But it is nice to see staff and residents listening to each other if there is no way to accommodate for some food items

We will continue to improve the menu and dining experience and encourage residents to bring forward their wants and ideas so we can change items and arrangements going forward.

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

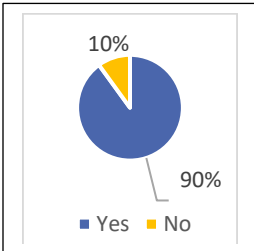
SITE: Bashaw Lodge – 22 responses out of 23 residents January – February 2023

9. The meals I receive are of good nutritional quality

Celebrating Success

What we've learned

What we are doing



Generally, residents seem happy with the nutritional quality

At times residents don't enjoy them but most comments are because of "personal preferences". Sometimes meals are repetitive

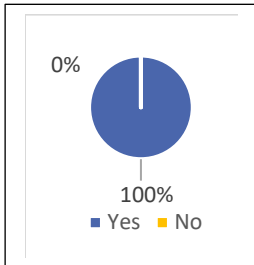
We continue to work with temperature testing to ensure meals are served at accurate temperatures. We will increase the communication with residents so they feel we are listening when they ask questions or want changes

10. I am happy with the cleanliness of my room and the common areas

Celebrating Success

What we've learned

What we are doing



Definitely do a good job

Residents are overall very happy with the cleaning services provided

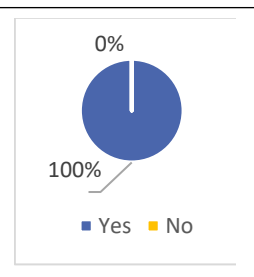
Will continue to provide great housekeeping services to the residents in our lodge.

11. I have the opportunity to participate in activities

Celebrating Success

What we've learned

What we are doing



Residents mostly like the activities that are provided

Residents really appreciate the activities that are being provided and they have lots of choices, but would like more outings.

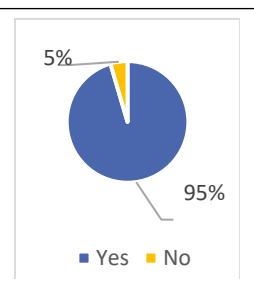
We will continue to work with the residents and the activity coordinators to get some more ideas for activities. Comment cards can also be provided to ensure we get more ideas of what the residents would like to do are.

12. I have the opportunity to receive spiritual support

Celebrating Success

What we've learned

What we are doing



Residents are generally happy with the spiritual support that is provided

Residents are very happy with the spiritual support they receive

We will continue to work together to ensure that the residents receive the pastoral care they would like.

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

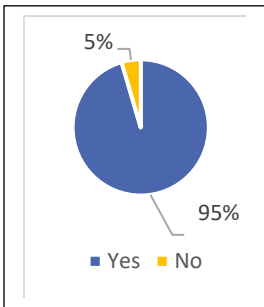
SITE: Bashaw Lodge – 22 responses out of 23 residents January – February 2023

13. I have access to information about additional supports if needed (Home Care, transportation)

Celebrating Success

What we've learned

What we are doing



Most residents are thankful for the extra support that is offered in the lodge.

Not all residents need services but still like to see the information regarding the different programs

We will continue to update our information boards with contacts for other services for residents.