

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

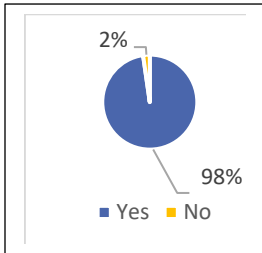
SITE: Rosealta Lodge – 51 responses out of 86 residents January - February 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



The staff are caring people and always helpful

Residents seem to really enjoy living in the lodge and love the family feel they get.

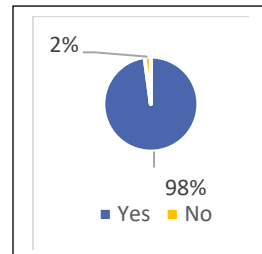
We will continue to make sure that residents enjoy their time at the lodge by providing great food and fun activities.

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

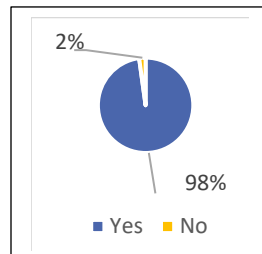
We will continue to provide a safe and secure building for the residents to enjoy

3. I feel that the staff care about me and others

Celebrating Success

What we've learned

What we are doing



Staff go out of their way for special needs all the time

Residents really appreciate how much the staff care about the people that live in the lodge

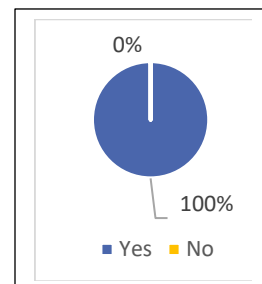
We will continue to provide person center focused care to the residents to ensure they always feel special living there.

4. Staff are friendly and cheerful

Celebrating Success

What we've learned

What we are doing



Most of the staff are all human

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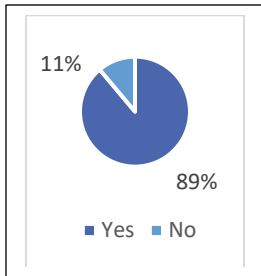
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5. I feel I am listened to when I have a problem

Celebrating Success

What we've learned

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Most residents feel like they are being listened to

Some issues cannot be taken care of by staff or management

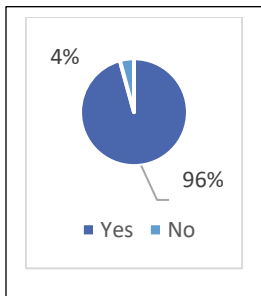
Residents knowing what can or cannot be solved will be something we can work on informing them of going forward so they understand what kinds of concerns we can absolutely do something about and what concerns we may not be able to solve.

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.

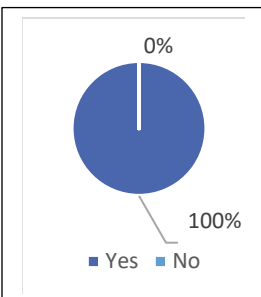
We will continue to provide person centered care so residents always feel respected in their homes.

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

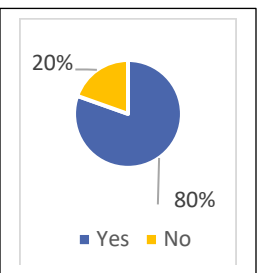
We will continue to encourage the family members to come and visit by offering meal tickets and keeping them informed on the activities ahead of time so they have enough time to plan their visits.

8. I enjoy the dining experience

Celebrating Success

What we've learned

What we are doing



For the most part I enjoy my dining experience

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.

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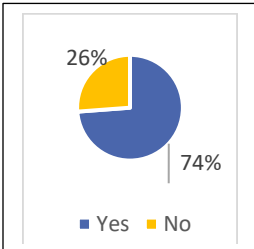
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9. The meals I receive are of good nutritional quality

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". They feel like there is too much pasta and bread

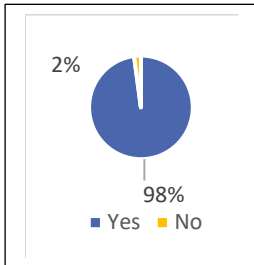
We continue to work with temperature testing to ensure meals are served at accurate temperatures. We will increase the communication with residents so they feel we are listening when they ask questions or want changes

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

Celebrating Success

What we've learned

What we are doing



Staff does a good job

Residents are overall happy with the housekeeping but they would like staff to be more careful of their personal items.

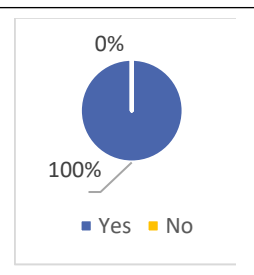
We will continue to have huddles with the staff to ensure they understand that this our residents' home and to take time to make sure they feel that way especially when we are cleaning in their space.

11. I have the opportunity to participate in activities

Celebrating Success

What we've learned

What we are doing



Good variety lots of choices

Residents really appreciate the activities that are being provided and they have lots of choices

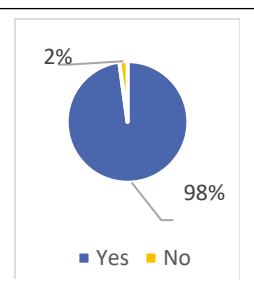
We will continue to work with the residents and the activity coordinators to get some more ideas for activities. Comment cards can also be provided to ensure we get more ideas of what the residents would like to do are.

12. I have the opportunity to receive spiritual support

Celebrating Success

What we've learned

What we are doing



I think that pastor Kevin is just great, and very easy to talk to

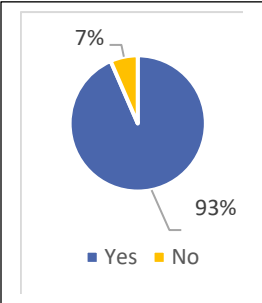
Residents are very happy with the spiritual support they receive

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

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13. I have access to information about additional supports if needed (Home Care, transportation)	Celebrating Success	What we've learned	What we are doing
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<p>Most residents are thankful for the extra support that is offered in the lodge.</p>	<p>Not all residents need services but still like to see the information regarding the different programs</p>	<p>We will continue to update our information boards with contacts for other services for residents.</p>
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