

**Every Moment Matters - 2023  
Resident Survey**

Prepared for:  
Home Name = Pine Villa

October 27, 2023



# What is Expected of You

It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



## **READ**

Spend time reviewing your survey results.

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## **DISCUSS**

Discuss your results and communication plan with your leader/team and Resident/Family Council.

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## **SHARE**

Prepare/facilitate feedback and action planning sessions with your team.

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## **CONFIRM**

Debrief your leader on your feedback sessions and action plans.

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## **IMPLEMENT**

Incorporate action plans into your business goals to monitor the team's effort and results.

# How To Use This Report

## What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

## What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

## How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

### AGREEMENT RESPONSE OPTIONS

<div>5</div> <div>Strongly Agree</div> <div>The employee almost always agrees</div>	<div>4</div> <div>Agree</div> <div>The employee agrees with the question, but there is room for improvement</div>	<div>3</div> <div>Neither Agree Nor Disagree</div> <div>The employee agrees/ disagrees nearly as often with the question; neutral response</div>	<div>2</div> <div>Disagree</div> <div>The employee's expectation of the question is not met the majority of the time</div>	<div>1</div> <div>Strongly Disagree</div> <div>The employee's expectation of the question is almost never met</div>
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# Executive Summary

Response Rate



My Group

96%

( n=26 )



Overall

86%

( n=2,439 )

Category Result		
	My Group	Overall
Privacy	84%	92%
Staff Responsiveness	84%	78%
Personal Relationships	81%	82%
Safety & Security	77%	91%
Comfort	73%	79%
Activities	69%	71%
Participation in Care	68%	78%
Assistance	67%	81%
Food & Meals	64%	75%
Personal Funds	25%	66%

Top 3 Scoring Questions		
	My Group	Overall
1 Staff take the time to have a friendly conversation with me.	88%	82%
2 My privacy is respected when people care for me.	84%	92%
3 I have opportunities for friendship at (my home).	81%	82%

Bottom 3 Scoring Questions		
	My Group	Overall
1 I can access my trust account whenever necessary.	25%	66%
2 When I need help, I get it right away.	52%	72%
3 I enjoy some of my favourite foods.	58%	73%

# Favorability Report Questions

MAKING *Every* MOMENT MATTER™

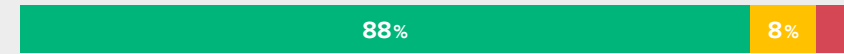


My Group



2022

Staff take the time to have a friendly conversation with me.  
*Staff Responsiveness*



87%

I am able to choose the clothes I wear.  
*Daily Decisions*



87%

My privacy is respected when people care for me.  
*Privacy*



87%

I have opportunities for friendship at (my home).  
*Personal Relationships*



65%

I receive the care and support I need.  
*Assistance*



78%

I am treated with respect & dignity by the staff.  
*Respect by Staff*



91%

Favorable Neutral Unfavorable

# Favorability Report Questions

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My Group



2022

Staff have enough time for me.

Staff Responsiveness

80%

8%

12%

61%

I feel safe and secure at (my home).

Safety & Security

77%

19%

74%

Staff respect what I like and dislike.

Respect by Staff

77%

15%

8%

70%

I can express my concerns and opinions without fear of reprisal.

Respect by Staff

77%

12%

12%

91%

I feel at home at (my home).

Comfort

73%

19%

8%

57%

I have enjoyable things to do in the evenings & on weekends.

Activities

73%

23%

70%

 Favorable  Neutral  Unfavorable

# Favorability Report Questions

MAKING *Every* MOMENT MATTER™

  
My Group

  
2022

I enjoy mealtimes.  
Food & Meals



78%

I am involved in decisions surrounding my health and well-being.  
Participation in Care



83%

I have enough variety in my meals.  
Food & Meals



61%

I participate in meaningful activities.  
Activities



70%

I am able to wake up and go to sleep at the hour of my choosing.  
Daily Decisions



78%

I enjoy some of my favourite foods.  
Food & Meals



61%

 Favorable  Neutral  Unfavorable

# Favorability Report Questions

  
My Group

  
2022

