

**Every Moment Matters - 2023
Resident Survey**

Prepared for:
Home Name = Arbour Creek

March 27, 2024



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.



DISCUSS

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



SHARE

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



CONFIRM

Debrief your leader on your feedback sessions and action plans.



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.

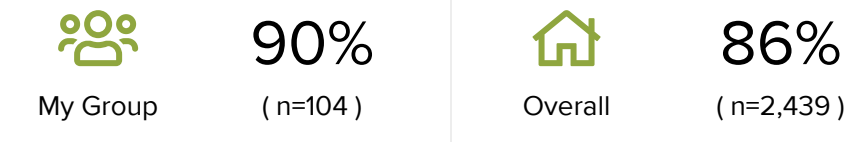
AGREEMENT RESPONSE OPTIONS



<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



Category Result		
	My Group	Overall
Safety & Security	87%	91%
Privacy	84%	92%
Personal Funds	78%	66%
Personal Relationships	74%	82%
Staff Responsiveness	74%	78%
Comfort	73%	79%
Assistance	72%	81%
Participation in Care	68%	78%
Food & Meals	65%	75%
Activities	62%	71%

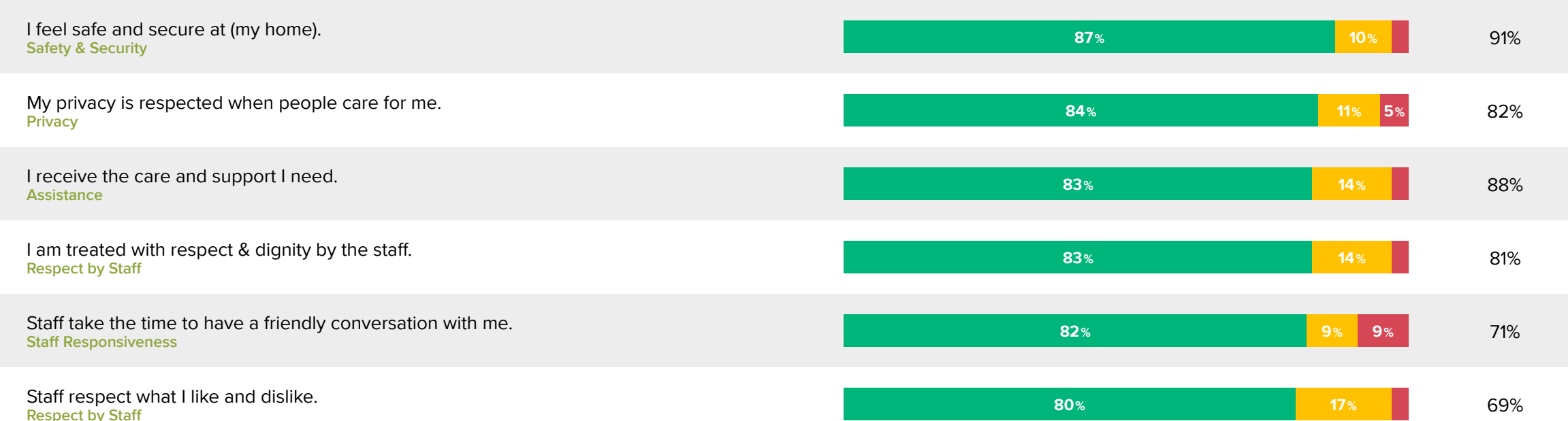
Top 3 Scoring Questions		
	My Group	Overall
1 I feel safe and secure at (my home).	87%	91%
2 My privacy is respected when people care for me.	84%	92%
3 I receive the care and support I need.	83%	90%




Bottom 3 Scoring Questions		
	My Group	Overall
1 I have enjoyable things to do in the evenings & on weekends.	53%	68%
2 I enjoy some of my favourite foods.	58%	73%
3 When I need help, I get it right away.	61%	72%

Favorability Report Questions

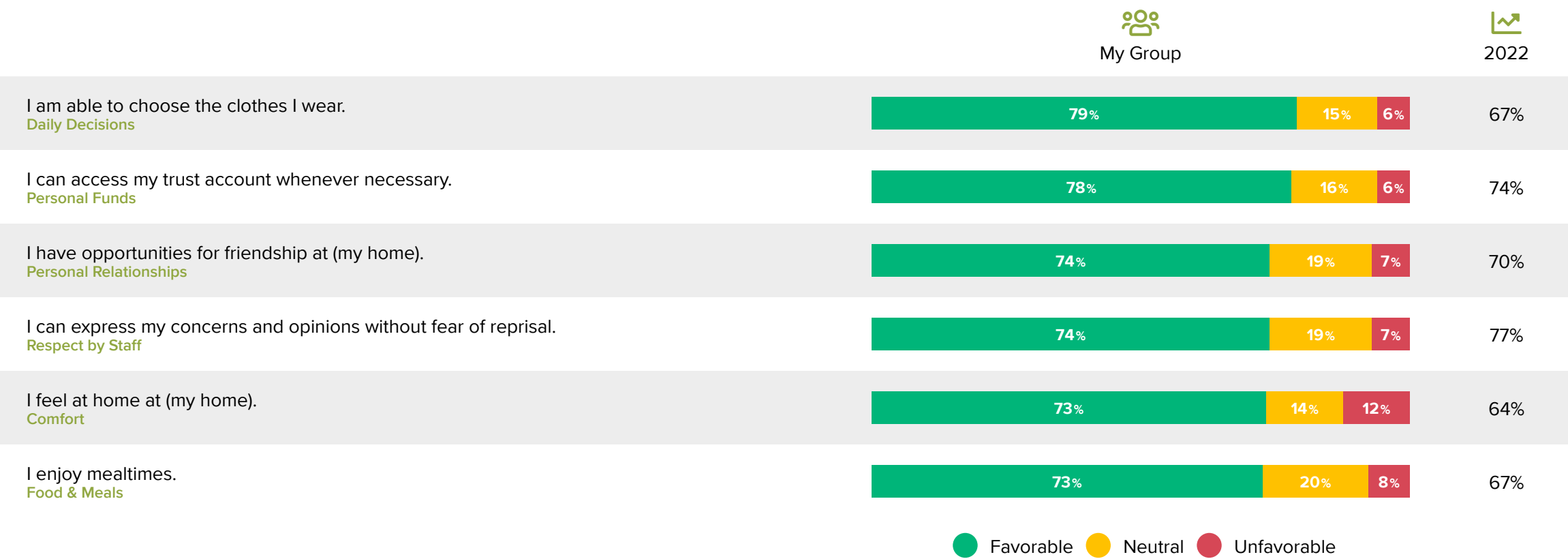

My Group


2022



 Favorable  Neutral  Unfavorable

Favorability Report Questions



Favorability Report Questions

MAKING *Every* MOMENT MATTER™



My Group



2022

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



70%

I participate in meaningful activities.
Activities



48%

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



64%

Staff have enough time for me.
Staff Responsiveness



56%

I have enough variety in my meals.
Food & Meals



69%

When I need help, I get it right away.
Assistance



63%

Favorable Neutral Unfavorable

Favorability Report Questions

