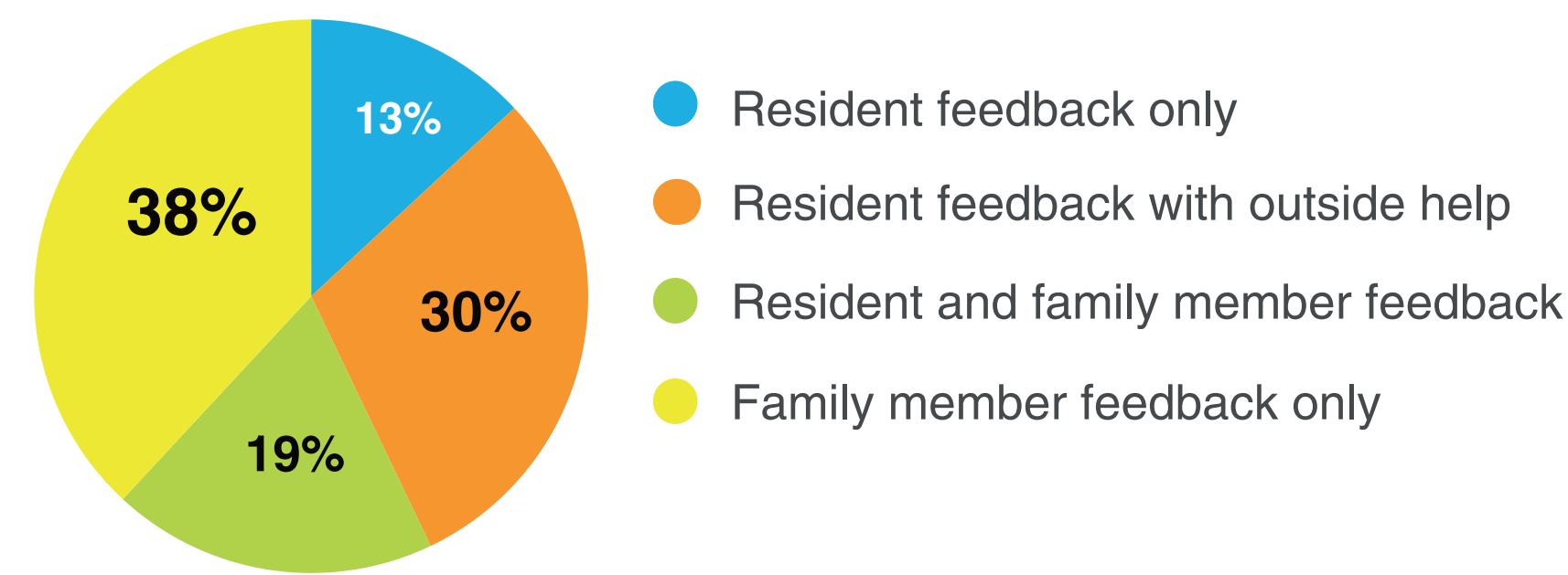


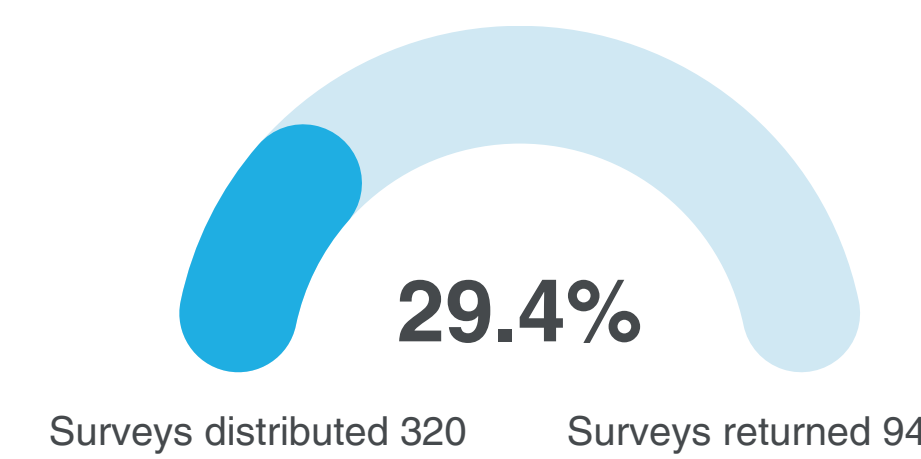
# 2023/2024 Lakeridge Gardens Resident Experience Survey Results

## About the Respondents

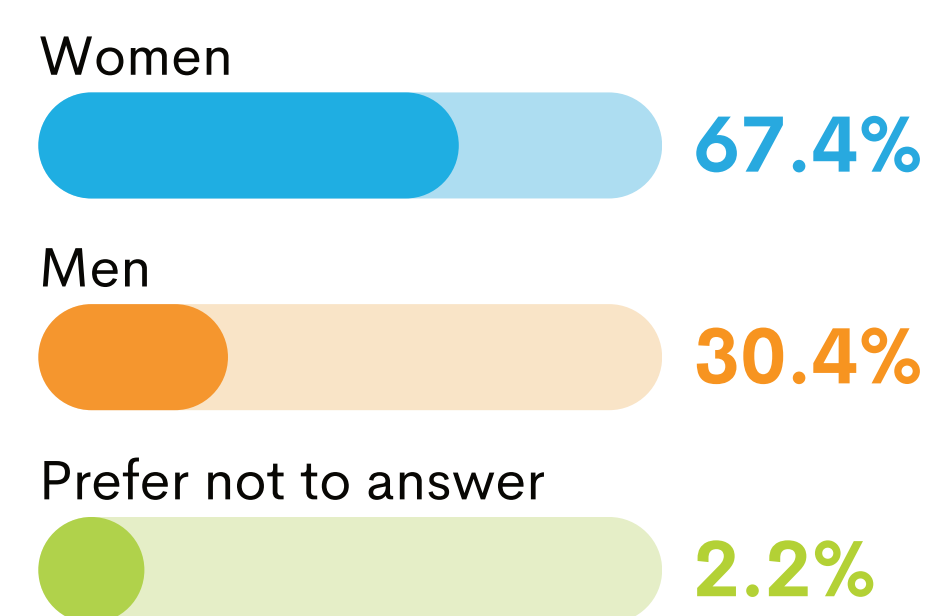
### Who Responded



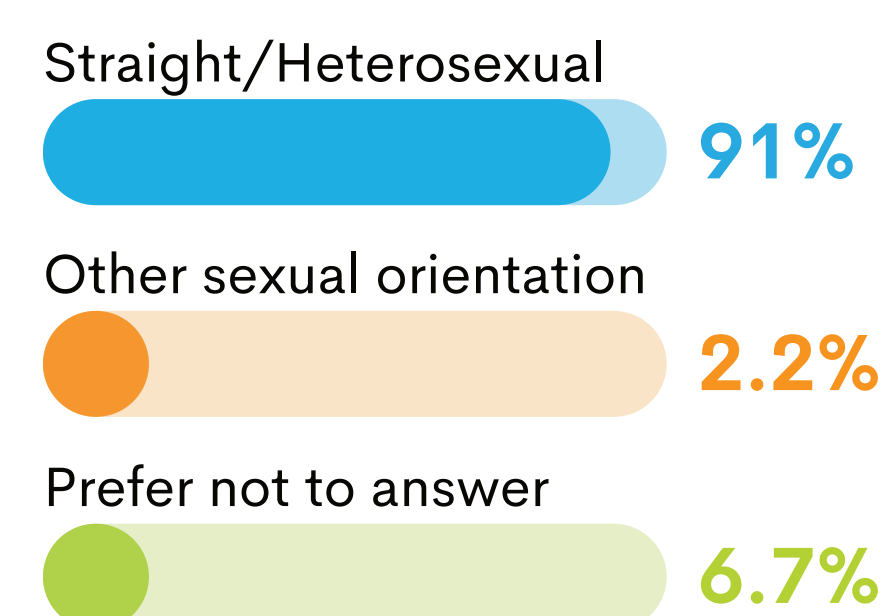
### Response Rate



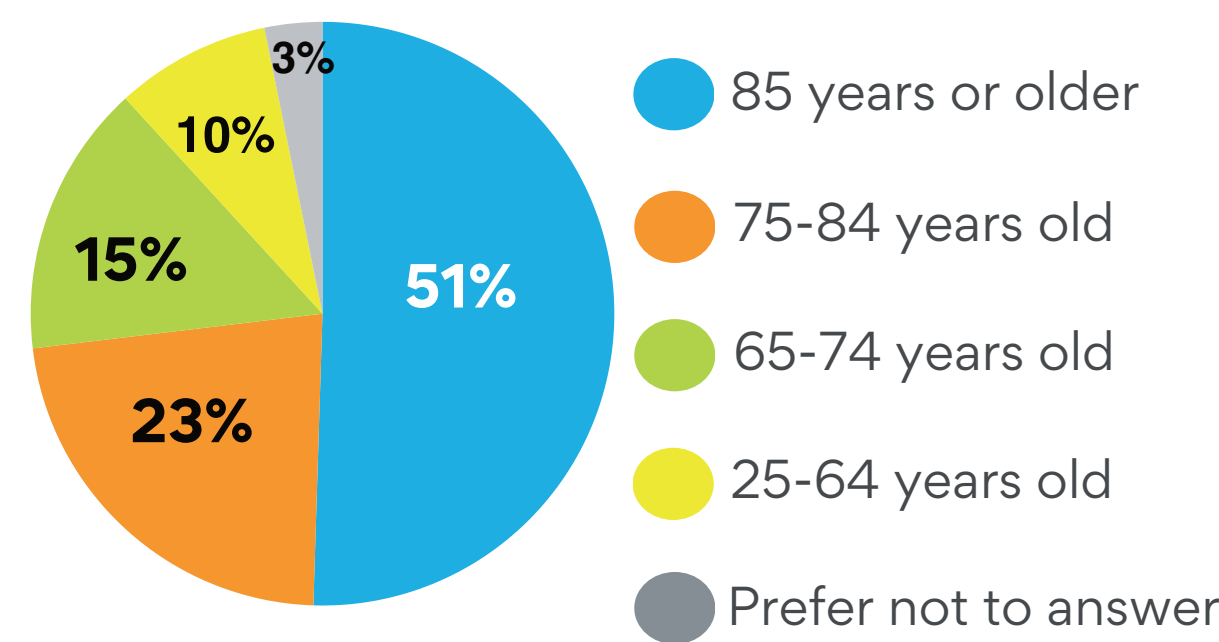
### Gender Identity



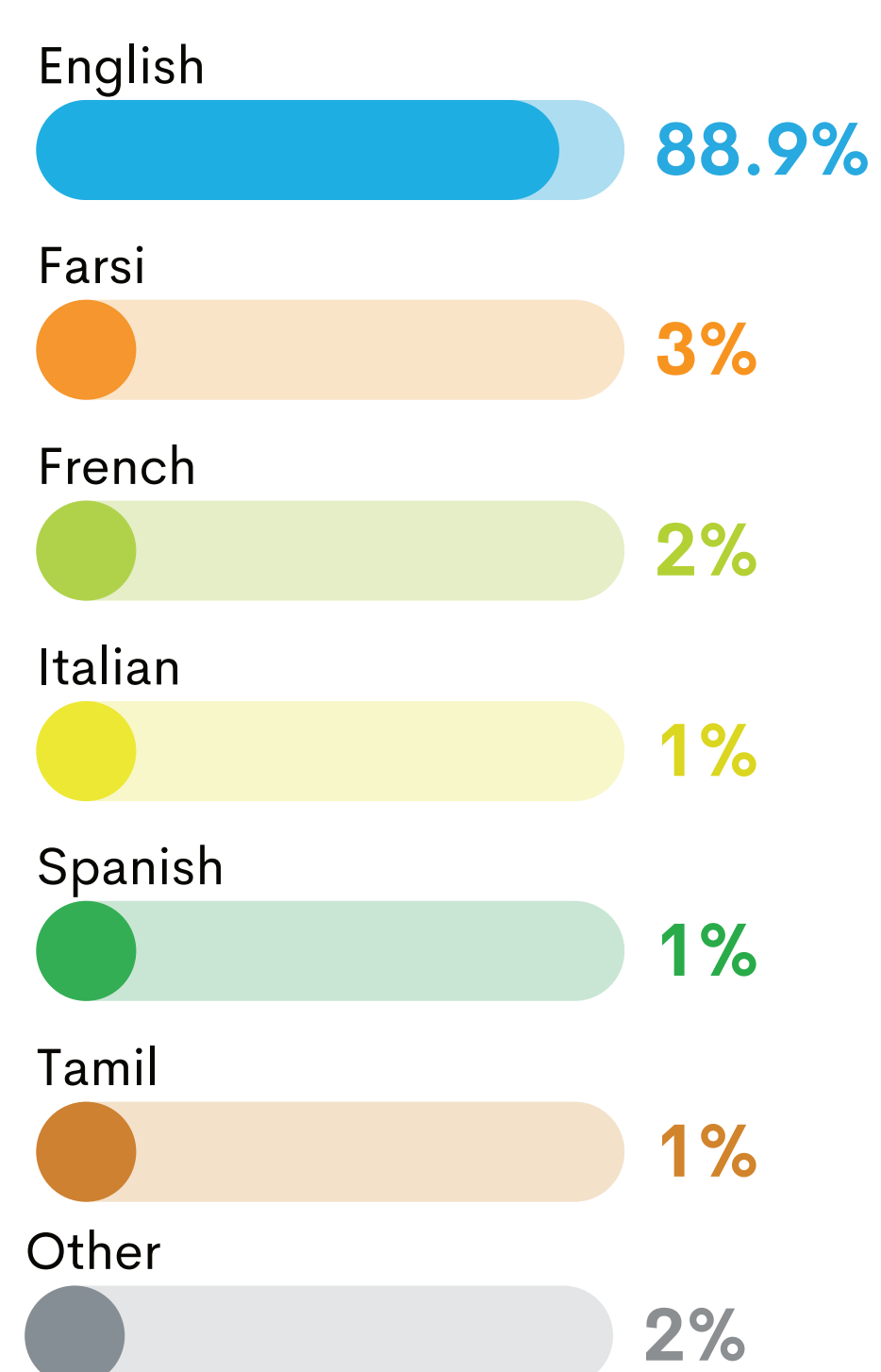
### Sexual Orientation



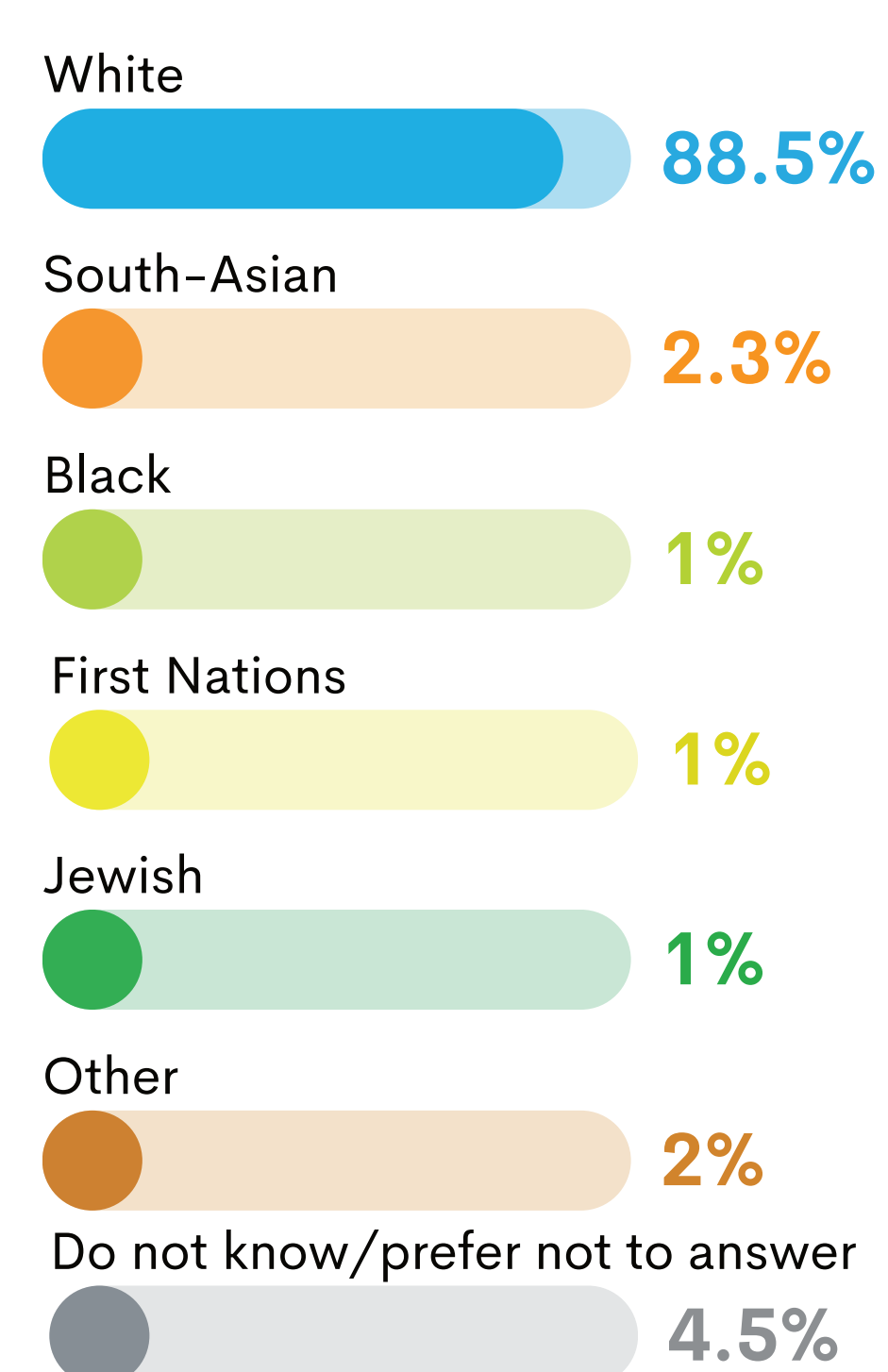
### Age



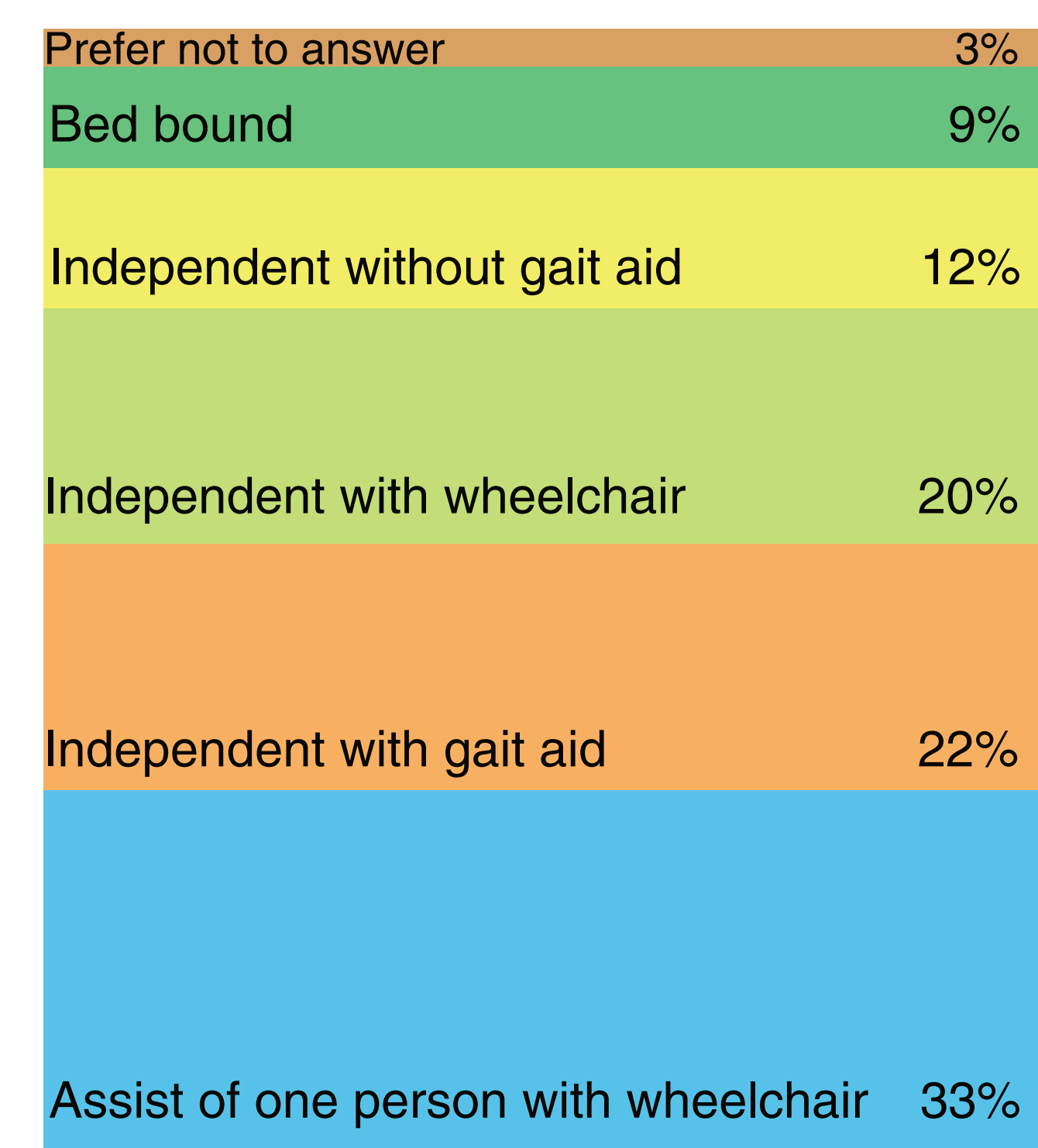
### Language



### Racial and Ethnic Group



### Mobility



Felt their gender identity and/or sexuality are recognized and respected



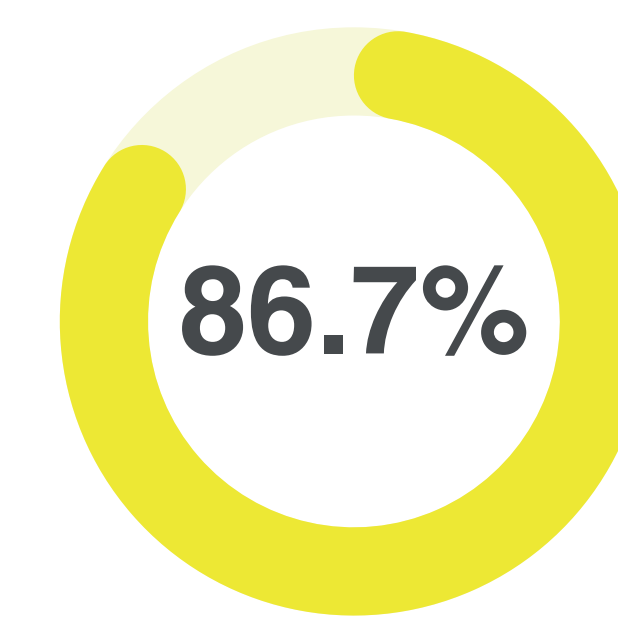
Felt their cultural and ethnic identity, values, and beliefs are recognized and respected



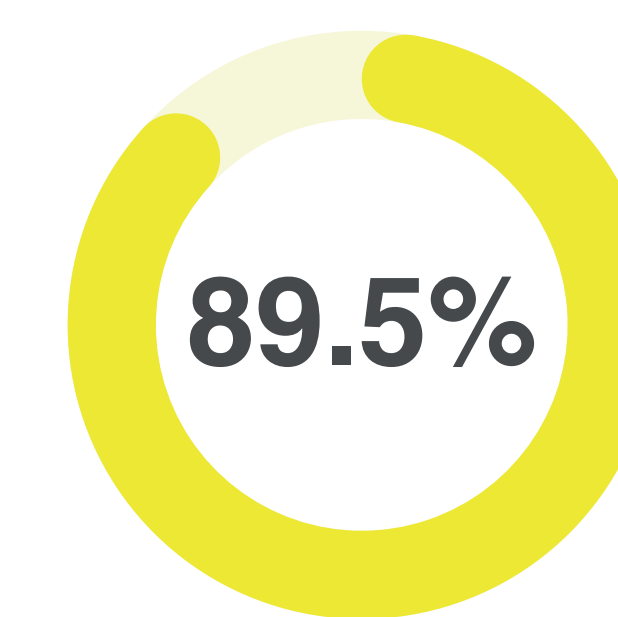
Felt their language and communication needs are recognized and respected

## Overall Satisfaction

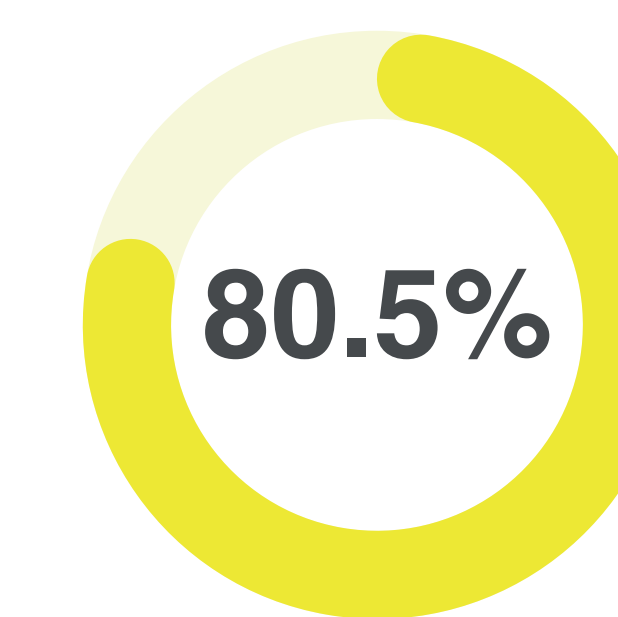
Combination of scores for the responses "Quite a Bit" and "Completely", and excluding "Not Applicable"



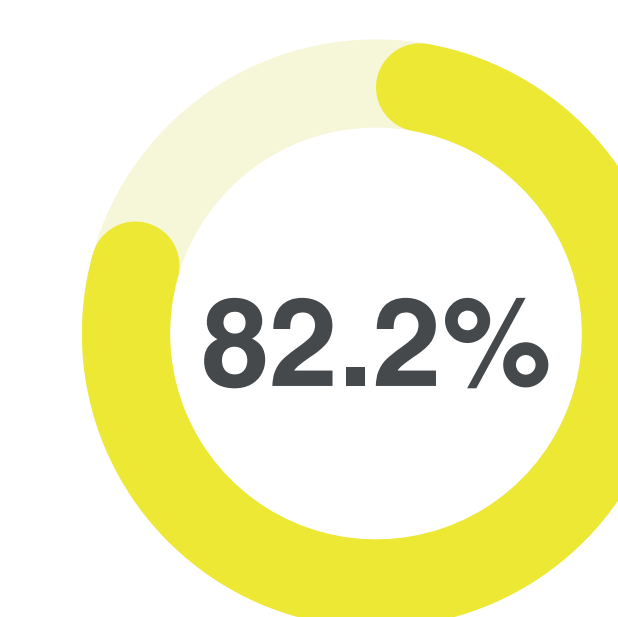
Leadership



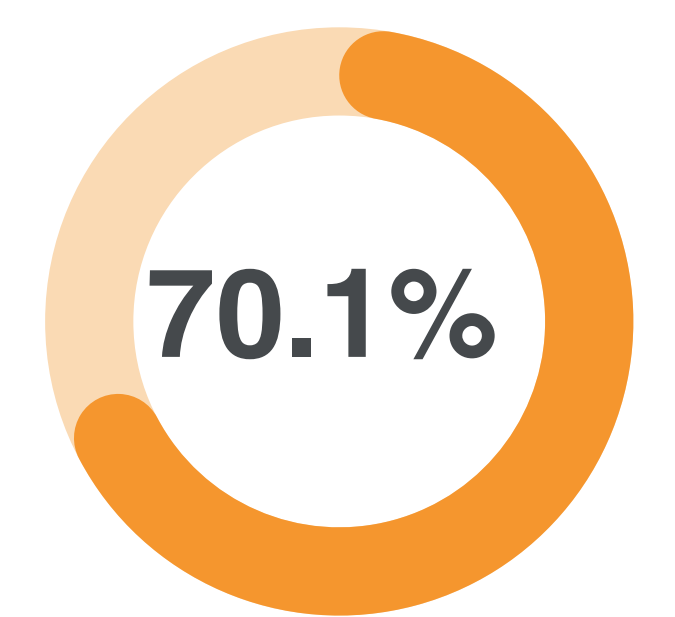
Administration



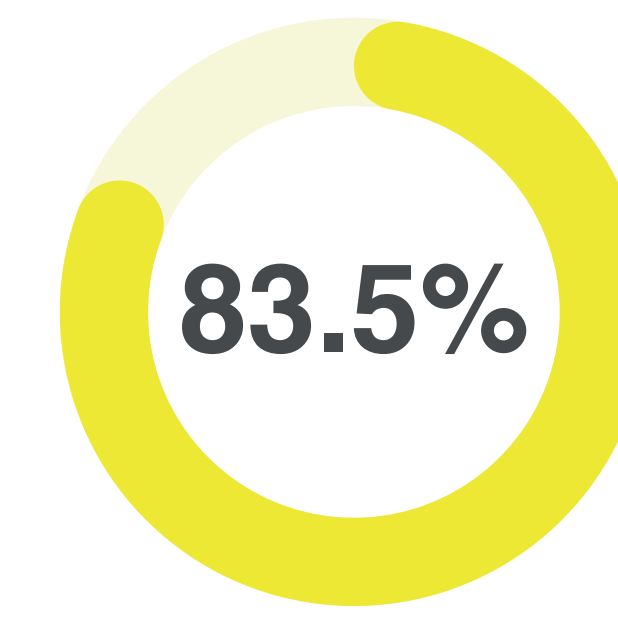
Resident Care Managers



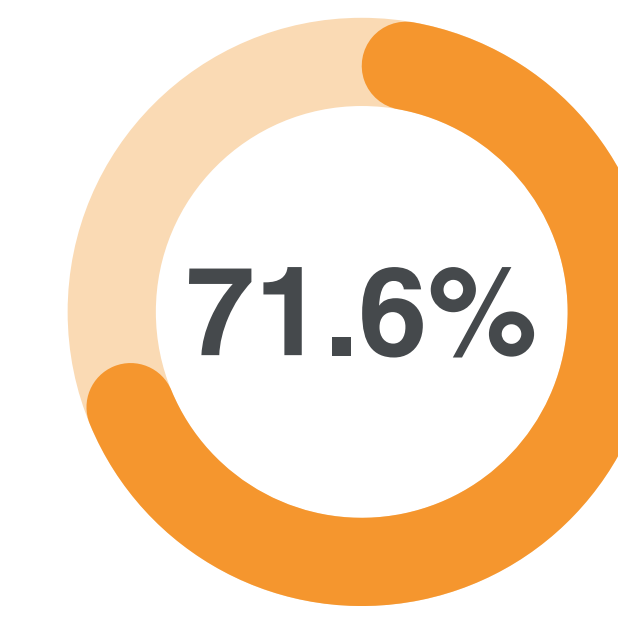
PSWs, RPNs, and RNs



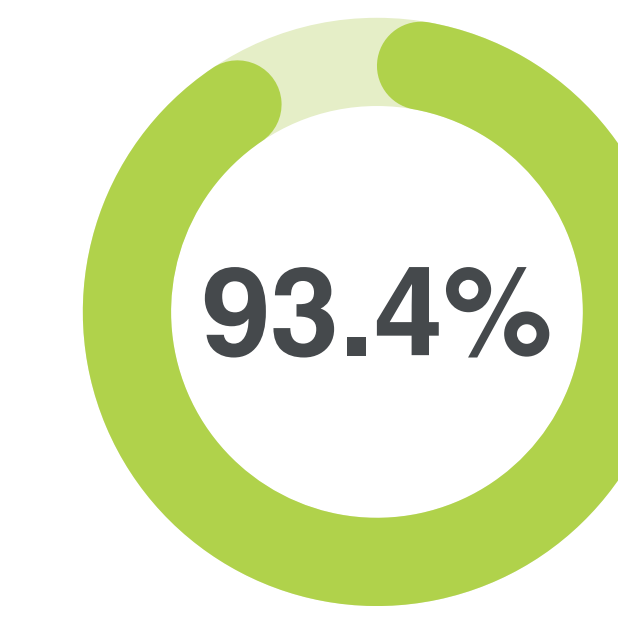
Medical Staff



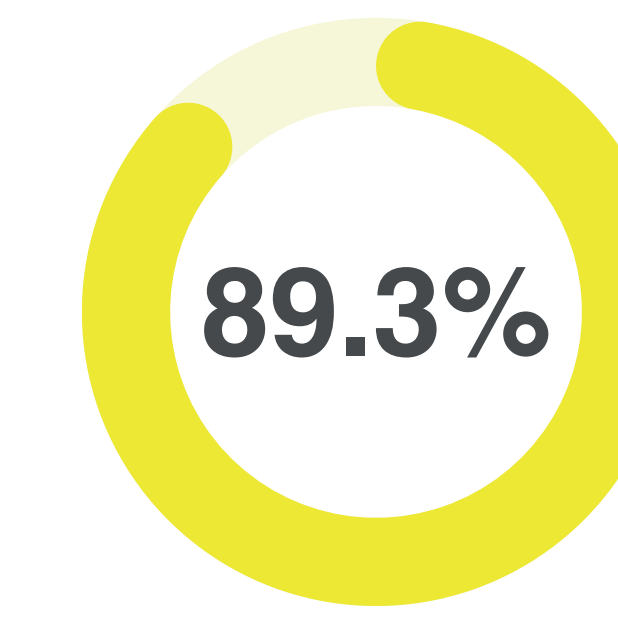
Services and Levels of Care



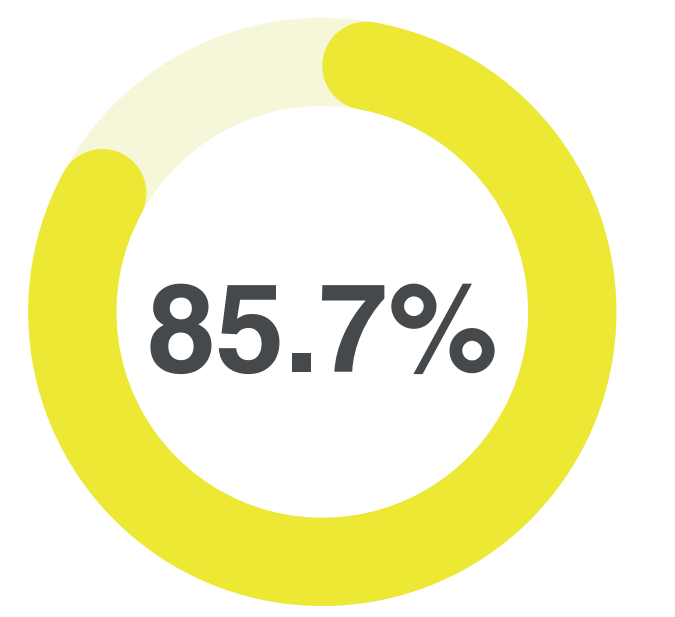
Dietary and Nutritional Services



Environment and Services



Recreation Programs, Therapies and Social Work



Safety and Security

## Highest rated drivers

- All: Residents are treated with respect by all staff
- Administration: Complete information is provided regarding monthly billing and shared in a way that is easy to understand
- Services and Levels of Care: Personal health information is protected
- Dietary and Nutritional Services: Fluids are offered at all meals and upon request
- Environment and Services: Personal room preferences such as temperature, lighting, and cleanliness and maintenance of outdoor areas
- Recreation Programs, Therapies, and Social Work: Calendar accessibility, special function nights, and timely access to spiritual programs and services and social workers

## Bottom rated drivers

- Environment and Services: Laundry services.
- Medical staff, Personal Support Workers, Registered Practical Nurses, and Registered Nurses: Visibility and time with residents and families.
- Resident Care Managers: Visibility in Resident Home Area during evening hours.
- Services and Levels of Care: Access to medical appointments and identification of staff roles easily.
- Dietary and Nutritional Services: Food that is flavourful, nutritious and serves at the right temperature, and food choices offered.
- Recreation Programs, Therapies, and Social Work: access and frequency to occupational therapy and physiotherapy services.
- Safety and Security: Resident and family knowledge of what to do in the event of an emergency and security of personal belongings.

## Next steps

- Launch Family Experience Survey
- Implement opportunities in survey administration to increase response rate
- Integrate outcome indicators in 2024/2025 Lakeridge Gardens Quality Improvement Plan, Annual Business Plan, and departmental program goals and initiatives