

Resident and Family/POAPC Satisfaction Survey

2025 Results



victoria
village

Goals and Purpose

1. Identify residents' level of satisfaction with different areas of the care and services provided'
2. Identify and recommend quality improvement plans based on the results gathered
3. Use responses and feedback from the 2024 version of the survey to continually improve the satisfaction survey
4. To comply with the *Fixing Long Term Care Act 2021*



Survey Design

Three versions of the survey were administered; one to residents, and two to families/Power of Attorney for Personal Care (POAPCs) of residents:

- **Residents-** select residents were offered the opportunity to complete the survey in house
- **Family (Group A)-** surveys were sent to families/POAPCs of residents who were **not** offered to complete the survey in house
- **Family (Group B)-** surveys were sent to families/POAPCs of residents who were offered and/or completed the survey in house at Victoria Village.

Both family versions of the survey were identical in their design.

The resident version of the survey consisted of 70 questions, while the family survey's had 65 questions.



Survey Administration



48 residents

Identified via Cognitive Performance Scale (CPS) and recreation team to complete the survey in-house.



119 Family/POAPC

surveys were originally distributed via email, mail, or paper copy.



Group A

78 families/POAs were placed in Group A on behalf of 79 residents not offered the survey in house.



Group B

43 families/POAs were placed in Group B on behalf of the 49 residents offered the survey in house.

Response Rate



- **Resident Response Rate: 85%**
 - *Out of 48 residents identified as able to complete the survey, 41 were completed.*
- **Family Response Rate: 44.5%**
 - *Out of 119 recipients of the Family/POAPC survey, 53 responses were received.*
- **Overall Response Rate: 56.3%**
 - *Out of a total 167 surveys administered, 94 were completed!*

The family/POAPC surveys were sent to a total of 119 families on behalf of 121 residents to account for the two married couples that had the same POAPC.

Resident & Family Anonymity

- **Resident Anonymity: 36.6%**
 - Significant increase from the 2024 rate of 23%
- **Family Anonymity: 11.3%**
 - Significant increase from 2024 rate of 4%
- **Overall Anonymity: 22%**
 - Significant increase from 2024 rate of 11% overall anonymity



This may be due to several factors, including:

- How anonymity is offered year to year by different summer students
- Population changes from 2024 to 2025 brought new residents and families into the mix

Data Analysis

To maintain consistency with past years scoring, all satisfaction scores are analyzed in the following categories:

'Highly Satisfied'

All satisfaction scores of 90% or above

'Moderately Satisfied'

All satisfaction scores between 80 and 89.9%

'Less Satisfied'

All satisfaction scores 79.9% or less

Highest Scores Results Summary



Highest Scores- Resident Survey

1	100% of residents feel safe and protected in the home.
2	100% of applicable residents feel welcome at the programs and events they attend.
3	100% of residents report they have adequate privacy with visitors or loved ones.
4	100% of applicable residents can access their trust account when they please.
5	100% of residents are happy with the care they receive.
6	100% of residents who use/have used the social work services were satisfied with the support.
7	97% of residents report that staff treat them with respect and dignity.
8	97% of residents feel changes to their care are well communicated.
9	97% of residents feel they have adequate privacy when receiving care.
10	97% of residents would recommend Victoria Village to a friend.

Highest Scores- Family Survey

1	100% of loved ones said they are greeted by staff in a friendly and professional manner
2	100% of loved ones said reception staff are able to assist with their questions and concerns
3	100% of families/POAPCs are happy with the care their loved one receives
4	100% of families/POAPCs felt changes and updates to care were adequately communicated
5	100% of families/POAPCs feel their loved one is treated with respect and dignity
6	100% of families/POAPCs feel staff respond to their loved ones needs and wishes
7	100% of families/POAPCs feel staff provide adequate privacy when they visit their loved one
8	100% of families/POAPCs feel their loved one enjoys the recreation activities they attend
9	100% of families/POAPCs said their loved one was satisfied with their experience at the hair salon
10	100% of families/POAPCs would recommend Victoria Village to a friend!

Lowest Scores



The survey results revealed areas where improvements can drive greater satisfaction

Areas for Improvement- Resident Survey

1	71.79% was the average score residents selected for the taste of their food.
2	71.49% was the average score residents selected for their overall satisfaction with the food.
3	68.65% was the average score residents residents selected for the visual appeal of their food.
4	64.70% of residents were aware social work services were available to them.
5	*63.63% of applicable residents were satisfied with the dental care they received at Victoria Village.
6	63.59% was the average rating residents selected for the temperature of their food.
7	62.50% of residents felt they get enough time with the nurse practitioner/doctor.
8	*50.00% of applicable residents were satisfied with the massage therapy service at Victoria Village
9	50.00% of residents said they had a personal item go missing in the past year.
10	47.06% of those residents found the missing item

*Low response rate due to limited use of the service

Areas for Improvement- Family/POAPC Survey

1	90.19% of loved ones were aware of the Residents' Bill of Rights
2	89.36% of families/POAPCs feel they are made aware of the activities their loved one attends
3	*87.5% of applicable families/POAPCs were satisfied with the massage therapy service
4	86.67% of families/POAPCs feel their loved one can access their trust account when they choose to do so
5	82.14% of families/POAPCS feel their loved one can choose what time they wake up and go to bed
6	81.63% of families/POAPCs were aware that social work services are available to them and their loved one
7	*78.57% of applicable families/POAPCs were satisfied with the dental care services at Victoria Village.
8	78% was the average score families/POAPCs selected for their loved ones opinion of the food
9	47.05% of families/POAPCs said their loved one did <u>not</u> have a personal item go missing in the last year
10	33.33% of those families/POAPCs found the missing item

*Low response rate due to limited use of the service



Results Analysis

**Resident, Family and Overall
Departmental Scores**



Administrative Services

Average Department Scores

<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	87.13%	75%	+12.17%
Family/POAPC Survey	95.91%	95.61%	+0.3%
Combined Surveys	93.15%	89.23%	+3.92%

Administration services satisfaction increased across the board resulting in a highly satisfied combined score

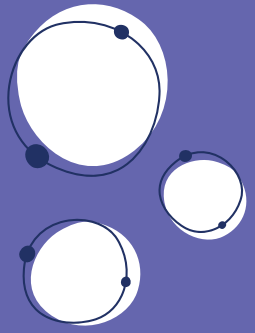


Administrative Services- Resident Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Do you know what to do in the event of a fire or other emergency? 35 Yes, 3 No	92.11	78.37	13.74
*You have distinct rights at Victoria Village, which are outlined in the Residents' Bill of Rights . These are posted in the elevator, the activity room, and on each floor. Are you aware that the Residents' Bill of Rights exists? 27 Yes, 10 No	72.97	64.86	8.11
Are you able to access funds from your trust account when you choose to do so? 26 Yes, 12 N/A	100	88.88	11.12

Administrative Services- Family/POAPC Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you greeted by staff in a friendly and professional manner? 52 Yes	100	100	0
Are the reception staff able to assist with your questions or concerns? 52 Yes	100	97.95	2.05
If not, do they direct you to the appropriate person to address these questions or concerns? 35 Yes, 15 N/A	100	96.96	3.04
*Your loved one has distinct rights at Victoria Village, which are outlined in the Residents' Bill of Rights. These rights are posted in the elevator, the activity rooms, and on each floor. Are you aware that the Residents' Bill of Rights exists? 46 Yes, 5 No	90.2	96	-5.8
Is your loved one able to access funds from their trust account when they choose to do so? 26 Yes, 4 No, 21 N/A	86.67	78.26	8.41



Relevant Administrative Services Comments

- “They have been fantastic”
- “Everyone has been helpful and is making our transition easier.”
- “The admin staff and reception are wonderful people who are always helpful and always cheerful. It is a pleasure speaking with them.”
- “All staff are extremely polite and helpful and if they do not know the answer, they will direct me to who can help”
- “Absolutely amazing people. Couldn’t ask for more friendly, informative and super helpful staff.”





Quality of Care



Department Averages

<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	92.56%	92.87%	-0.31%
Family/POAPC Survey	96.49%	93.99%	+2.5%
Combined Surveys	95.22%	93.38%	+1.84%

The Quality of Care department achieved a highly satisfied rating on both versions of the survey

Quality of Care Resident Survey

Resident Questions	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you happy with the care you receive? (37 Yes)	100	97.29	2.71
Are changes to your care well communicated by the staff? (e.g. updates, medication changes, etc.). (36 Yes, 1 No)	97.3	90.91	6.39
Are you involved (to the extent possible) in daily decisions about grooming (choosing clothes, brushing teeth, shaving etc.)? (34 Yes, 1 No, 1 N/A)	97.14	85.71	11.43
If you have a preference, are you able to choose when you get up in the morning and when you go to bed at night? (31 Yes, 5 No, 3 N/A)	86.11	96.77	-10.66
If you have bathing preferences, are they accommodated? (e.g. day or evening, shower or bath, etc.). (31 Yes, 3 No, 4 N/A)	91.18	90.32	0.86
Do you feel that you can accept or refuse care from your PSW? (34 Yes, 1 No)	97.14	91.66	5.48
Do you feel staff treat you with respect and dignity? (36 Yes, 1 No)	97.3	97.22	0.08
Do staff respond to your needs and wishes? (32 Yes, 2 No)	94.12	94.28	-0.16
Are care staff able to communicate with you in your preferred language? 33 Yes, 4 No	89.19	100	-10.81
Do staff allow and encourage you to do what you can independently? 34 Yes, 2 No, 1 N/A	94.44	96.96	-2.52

Resident Questions	2025 % Satisfaction	2024 % Satisfaction	% Change
Do staff provide adequate privacy when you spend time with visitors or loved ones? 36 Yes	100	97.05	2.95
Palliative Care Awareness (24 Yes, 12 No)	*66.67	NEW!	
End-of-life Care Awareness (19 Yes, 15 No)	*55.88	NEW!	
Are you satisfied with the medical care you receive from the nurse practitioner/doctor? (28 Yes, 7 No)	80	NEW!	
Do you feel you get enough time with the nurse practitioner/doctor? 20 Yes, 12 No, 2 N/A	**62.5	NEW!	
Within the past twelve months, have you felt afraid of a staff member? 2 Yes, 35 No	94.59	97.05	-2.46
Within the past twelve months, have staff ever used excessive force when providing care? (2 Yes, 33 No)	94.29	97.05	-2.76
Within the past twelve months, have staff inappropriately raised their voice at you? 1 Yes, 35 No	97.22	94.11	3.11
Do your continence products prevent leakage and provide you with dignity? 18 Yes, 2 No	90	94.11	-4.11
Do your continence products meet your needs and keep you comfortable, clean, and dry? (19 Yes, 1 No)	95	94.11	0.89

Trends Identified in Resident Comments

- Some residents expressed that they would like more information about their medical care, including those who have a POAPC that is informed or makes decisions first.
- Residents' that felt their wake/sleep preferences weren't accommodated often referred to a preference for sleeping in and earlier wake times for breakfast.

- Majority of residents feel staff are highly compliant with maintaining their privacy with care and visitors.
- Comments regarding dissatisfaction with the doctor/nurse practitioner primarily revolved around a lack of time spent with them.

Quality of Care Family/POAPC Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you happy with the care your loved one receives? (47 Yes)	100	97.91	2.09
Are changes to your loved one's care adequately communicated to you? (e.g. updates, medication changes, etc.)?* (47 Yes, 1 N/A)	100	97.82	2.18
Are you or your loved one involved (to the extent possible) in decisions about grooming (choosing clothes, brushing teeth, shaving etc.) (37 Yes, 2 No, 7 N/A)	94.87	80.95	13.92
If they have a preference, is your loved one able to choose when they get up in the morning and when they go to bed at night? (23 Yes, 5 No, 18 N/A)	82.14	84	-1.86
If your loved one has bathing preferences, are they accommodated? (e.g. days or evenings, shower or bath, etc.). (31 Yes, 1 No, 14 N/A)	96.88	96.29	0.58
Do you feel that your loved one can accept or refuse care from their PSW? 32 Yes, 1 No, 15 N/A	96.97	94.44	2.53
Do you feel staff treat your loved one with respect and dignity? (47 Yes)	100	100	0
Do staff respond to your loved one's needs and wishes? (42 Yes, 4 No)	100	97.72	2.28
Is your loved one able to communicate with care staff in their preferred language? 40 Yes, 3 No, 4 N/A	93.02	92.3	0.72

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Do staff provide adequate privacy when you visit/spend time with your loved one? 48 Yes	*100	NEW!	-
Palliative Care awareness. 44 Yes, 4 No	*91.67	NEW!	-
End-of-life care awareness. 44 Yes, 4 No	*91.67	NEW!	-
Are you satisfied with the medical care your loved one receives from the nurse practitioner/doctor? 46 Yes, 2 No	95.83	NEW!	-
Do you feel your loved one gets enough time with the nurse practitioner/doctor? 43 Yes, 4 No	91.49	NEW!	-
Do your loved one's continence products prevent leakage and provide them with dignity? 35 Yes, 7 N/A	100	93.75	6.25
Do your loved one's continence products meet their needs and keep them comfortable, clean, and dry? 32 Yes, 2 No, 8 N/A	94.12	90.62	3.5

Trends in Family Comments

Quality of Care

Awareness that medical condition (ie. dementia) limit the residents ability to be involved in grooming decisions and wake up times

Resident difficulty with communication identified as a reason why residents are unable to express their opinions

Families indicated less awareness of when doctor/nurse practitioner visits occur

Ontario Health Quality Improvement Plan (QIP) Questions

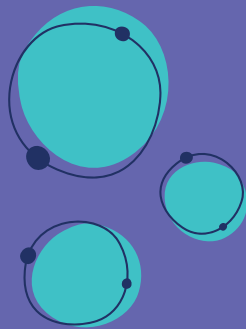
Question	Weighted Average	Satisfaction Average	2024 Satisfaction Average	% Change
Do you feel that you are able to express your opinions without fear of consequences?	8.8/10	88	88.12	-0.12
What number would you use to rate how well the staff listen to you?	8.68/10	86.81	78.82	7.99

Question	Weighted Average	Satisfaction Average	2024 Satisfaction Average	% Change
Can your loved one express their opinions without fear of consequences?	8.74/10	87.43	92.35	-5.14
What number would you use to rate how well the staff listen to you/your loved one?	8.56/10	85.63	90	-4.38

Recreation Department

<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	91.67%	93.33%	-1.66%
Family/POAPC Survey	95%	96.06%	-1.06%

Although very slight decreases were seen year-over-year, the recreation department received a highly satisfied rating from both residents and their loved ones



Recreation Results

Resident Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you given the option to participate in the Resident's Council? 30 Yes, 3 No, 5 N/A	*92.11%	88.57%	3.54
If you have any religious, spiritual, or culturally-specific needs, do you feel they are met? 24 Yes, 2 No, 10 N/A	*94.44%	100	-5.55
Are the programs and events offered of interest to you? 30 Yes, 7 No	81.08%	85.71%	-4.63%
Do you feel welcome at the programs and events you attend? 33 Yes, 2 N/A	100%	100%	0
Would you be interested in attending educational sessions with community groups? (e.g. Alzheimer's awareness with the Alzheimer Society) 21 Yes, 14 No	60%	NEW!	-

Trends in Recreation Department Comments

- Residents' not interested in the programs/events offered indicated they felt they were not geared to their age/ability. Others stated they could pick and choose what to attend.
- Topics for education sessions: art, music, yoga, and different religious practices and services.
- Suggestions for future recreation events included: trivia, sports outings, outdoor activities, singing, arts and crafts, swimming, music therapy, hydro therapy, and of course, more bingo!

Recreation Results

Family Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you aware that we have an active Family Council? 44 Yes, 3 No	93.61	NEW!	
Are you interested in attending future Family Council meetings? 9 Yes, 39 No	*18.75	NEW!	
If your loved one has any religious, spiritual, or culturally-specific needs, do you feel they are met? 25 Yes, 3 No, 21 N/A	**93.88	100	-6.12
Do you feel your loved one enjoys the activities they attend? 43 Yes, 5 N/A	100	93.93	6.07
Are you made aware of the activities offered to your loved one? 42 Yes, 5 No, 2 N/A	89.36	NEW!	
Would you and/or your loved one be interested in attending educational sessions with community groups? (e.g. Alzheimer's awareness with the Alzheimer Society) 13 Yes, 35 No	*27.08	NEW!	

Trends in Recreation Family Comments

- Those interested in attending educational sessions were interested in topics including:
 - Prevention/natural remedies & dementia support
 - Dealing with behavioural issues
 - What to expect with the stages of Alzheimer's/dementia.
- Suggestions for future recreation events included:
 - Outdoor activities
 - Scrabble, shuffle board
 - Painting
 - Drink and snack boxes for families to take residents out for lunch in the park
 - Sound bath experience
 - Outdoor walks and one-on-one chats.



Wellness Services



<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	85.81%	83.33%	+2.48%
Family/POAPC Survey	91.39%	88.23%	+3.16%
Combined Surveys	89.14%	86.31%	+2.83%

Although the resident survey produced moderately satisfied results, all categories increased in satisfaction from 2024.

Wellness Services Results - Resident Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you aware that social work services are available for you? 22 Yes, 12 No	64.7	65.71	-1.01
If you have used the social work services, are you satisfied with the support you received? 16 Yes, 20 N/A	100	93.33	6.67
If you have used the hair salon in Victoria Village, are you satisfied with this service? 24 Yes, 1 No, 10 N/A	96	92.3	3.7
If you have used the physiotherapy service in Victoria Village, are you satisfied with this service? 23 Yes, 1 No, 12 N/A	95.83	90.9	4.93
If you have used the foot care service at Victoria Village, are you satisfied with this service? 28 Yes, 1 No, 7 N/A	96.55	90.47	6.08
If you have used the dental care at Victoria Village, are you satisfied with this service? 7 Yes, 4 No, 25 N/A	63.63	66.66	-3.03
If you have used the massage therapy service at Victoria Village, are you satisfied with this service? 1 Yes, 1 No, 33 N/A	*50.00	100	-50

Wellness Services Results- Family Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you aware that social work services are available for both residents and their loved ones? (40 Yes, 9 No)	81.63	76.08	5.55
If you or your loved one have used the social work services, are you satisfied with the support received? (16 Yes, 28 N/A)	*100	90.9	9.1
If your loved one has used the hair salon in Victoria Village, are they satisfied with this service? (44 Yes, 4 N/A)	100	92.85	7.15
If your loved one has used the physiotherapy service at Victoria Village, are they satisfied with this service? (26 Yes, 2 No, 21 N/A)	92.86	100	-7.14
If your loved one has used the foot care service at Victoria Village, are they satisfied with this service? (36 Yes, 13 N/A)	100	100	0
If your loved one has used the dental care at Victoria Village, are they satisfied with this service? (22 Yes, 6 No, 19 N/A)	*78.57	72.72	5.85
If your loved one has used the massage therapy service at Victoria Village, are they satisfied with this service? (7 Yes, 1 No, 36 N/A)	*87.5	75	12.5

Suggestions for Additional Services

Resident & Family



- More animal visits
- Occupational therapist & additional social workers
- On-site gym/ability for residents' to work out on their own
- Eye doctor services
- Speech therapy, hydro therapy and music therapy
- Denture cleaning
- Professional nail care services

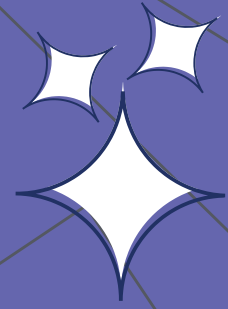


Food Services



<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	68.84%	68.78%	-0.06%
Family/POAPC Survey	78%	78.37%	-0.37%
Combined Surveys	73.42%	73.58%	-0.16%

Food services remain a difficult department to score due to the barrier of personal preferences that they face. All scores remained virutally identical to last years scores.

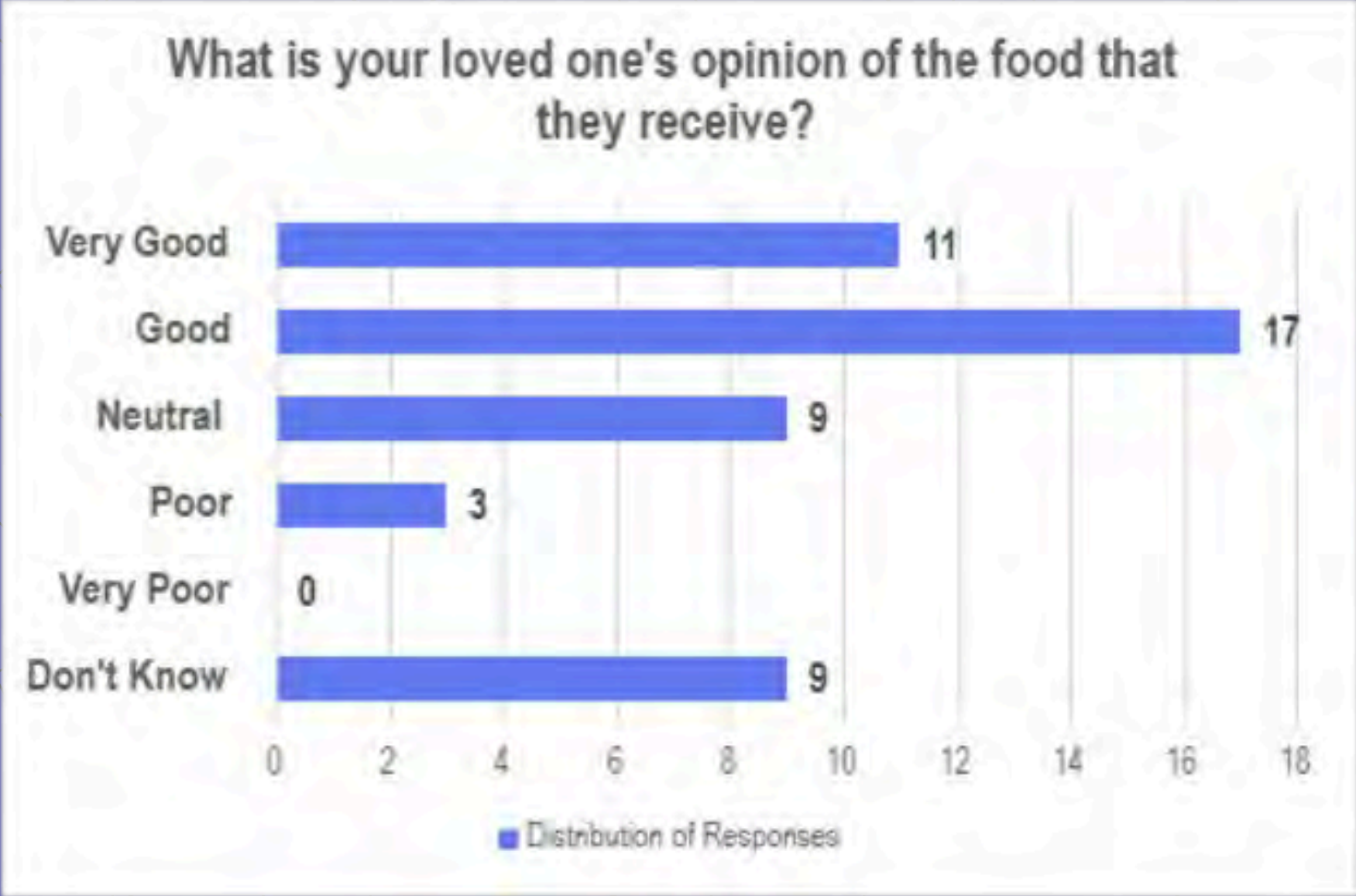


Food Services Results Resident Survey

Question	Weighted Avg.	2025 Satisfaction Average	2024 Satisfaction Average	% Change
How would you rate the visual appeal of the food you receive?	6.86/10	68.65%	73.61%	-4.96
How would you rate the taste of your food?	7.18/10	71.79%	65.27%	6.52
How would you rate the temperature of the food you receive?	6.36/10	63.59%	62.14%	1.45
How would you rate your overall satisfaction with meals at Victoria Village?	7.15/10	71.35%	74.11%	-2.76

Additional Suggestions/Comments:

- Rotate table mates occasionally
- Use table cloths for dining tables
- Putting the next day's breakfast menu on the TVs the night before



Question	Weighted Avg.	2025 Satisfaction Average	2024 Satisfaction Average	% Change
What is your loved one's opinion of the food that they receive?	7.8/10	78%	78.37	-0.38

Environmental Services

<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	84.18%	87.11%	-2.93%
Family/POAPC Survey	88.93%	86.97%	+1.96%
Combined Surveys	86.82%	87.04	-0.22%

Environmental services achieved a moderately satisfied score across the board. Results remained consistent with 2024 scores.

Environmental Services Results

Resident Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Do you feel safe and protected in the home? (36 Yes)	100	100	0
Are you satisfied with the general appearance of the home and grounds? 34 Yes, 1 No	97.14	94.44	2.7
Is your room clean and free of odours? (36 Yes, 2 No)	94.74	100	-5.26
Is your bathroom clean and free of odours? (32 Yes, 2 No)	94.12	100	-5.88
When new items are brought to Victoria Village (ie. clothing, blankets, etc.), they need to be brought to reception, documented, and labelled for tracking purposes. Are you aware of this process for new laundry items at Victoria Village? 33 Yes, 5 No	86.84	NEW!	
Have you had any personal items go missing in the last year, such as clothing? 18 Yes, 18 No, 1 N/A	50	42.85	7.15
Did you report the item missing immediately to staff? 14 Yes, 1 No	93.33	100	-6.67
Is the item still missing? 9 Yes, 8 No	47.06	73.68	-26.62

Environmental Services Results

Family Survey

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Do you feel your loved one is safe and protected in the home? 48 Yes, 1 No	97.96	97.87	0.09
Are you satisfied with the general appearance of the home and grounds? 48 Yes, 1 No	97.96	100	-2.04
Is your loved one's room clean and free of odours? 47 Yes, 2 No	95.92	95.65	0.27
Is your loved one's bathroom clean and free of odours? 46 Yes, 2 No, 1 N/A	95.83	95.74	0.09
When new items are brought to Victoria Village (ie. clothing, blankets, etc.), they need to be brought to reception, documented, and labelled for tracking purposes. Are you aware of this process for new laundry items at Victoria Village? 48 Yes, 1 No	**97.96	*NEW!	
Has your loved one had any personal items go missing in the last year, such as clothing? 18 Yes, 16 No, 15 N/A	*47.06	**62.16	-15.1
Did they report the item missing immediately to staff? 15 Yes, 3 N/A	100	*78.57	21.43
Is the item still missing? 10 Yes, 5 No, 3 N/A	*33.33	**14.28	19.05

Overall Satisfaction

<i>Group</i>	<i>2025 Satisfaction Average</i>	<i>2024 Satisfaction Average</i>	<i>% Change</i>
Resident Survey	91.78%	89.86%	+1.92%
Family/POAPC Survey	97.8%	96.1%	+1.7%

Slight increases in satisfaction were seen from 2024 to 2025. Satisfaction in the overall section achieved highly satisfied ratings on both the resident and family survey.

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Does Victoria Village provide a home-like environment/atmosphere? 33 Yes, 5 No	86.84	88.57	-1.73
Would you recommend Victoria Village Manor to a friend? 34 Yes, 1 No	97.14	91.18	5.96

Question	Weighted Average	Satisfaction Average	2024 Satisfaction Average	% Change
My overall experience at Victoria Village has been...	7.84/10	78.38	83.94	-5.56

Question	% Satisfaction	2024 % Satisfaction	% Change
Does your loved one feel that Victoria Village provides a home-like environment/atmosphere? 41 Yes, 2 No, 5 N/A	95.35	93.75	1.6
Would you recommend Victoria Village Manor to a friend? 48 Yes	100	97.77	2.23

Question	Weighted Average	2025 Satisfaction Average	2024 Satisfaction Average	% Change
My overall experience with Victoria Village has been...	8.8/10	88.75	90.45	-1.7

Demographic Trends



Based on age, floor of residence, and gender

Floor of Residence



Kensington (4th)

- All residents who were unaware of fire/emergency procedures live on this floor

Buckingham (5th)

- Of a total 5 residents not satisfied with wake up/bed times, 3 of them reside on this floor
- Both respondents who feel their needs and wishes are not responded to live on this floor
- Of a total 12 residents not satisfied with amount of time spent with doctor/NP, 7 of them reside on this floor

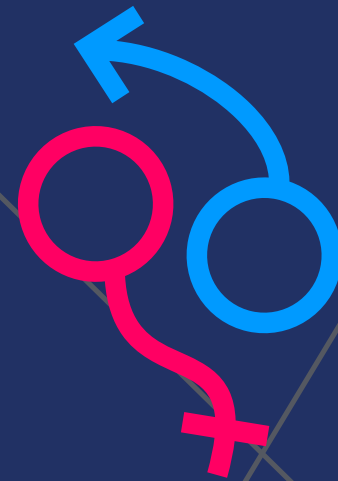
Balmoral (6th)

- 100% of Balmoral residents are satisfied with the medical care from the NP/doctor
- Of a total of 12 residents not satisfied with the amount of time spent with the doctor/NP, 1 lived on Balmoral

Gender Differences

Males

- 5 out of 7 residents who reported disinterest in programs and events were male.
- 4 out of 5 residents who felt Victoria Village lacks a home-like environment were male.



Females

- 6 out of 7 residents dissatisfied with medical care from the doctor/NP were female.
- While negative responses were limited, all residents who reported fear of staff, excessive force, or raised voices were female.

An elderly woman with white hair, wearing a pink long-sleeved shirt and sunglasses, is seated in a black wheelchair. She is reaching out with her right hand to pet the neck of a large brown horse. The horse is standing behind a metal fence. In the background, there is a light-colored wall with a sign that says "NO PARKING".

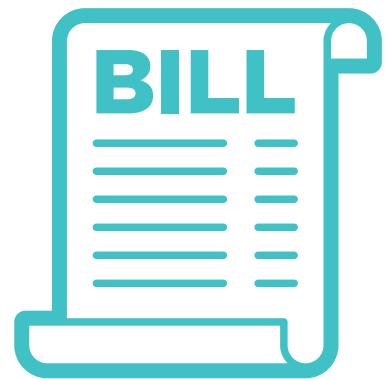
Age Differences

- Residents 76 and older were more likely to report dissatisfaction with the medical care and time spent with the doctor and NP.
- Residents 76 and younger were more likely to report that the programs and events are not of interest to them.

Quality Improvement Plans



2024 Quality Improvement Plans



Increasing Bill of Rights Awareness for Residents

Awareness of the Bill of Rights **increased** from 65% to 73% in 2025.



Increasing access to trust account funds

Access to funds **increased** to 100% satisfaction on the resident survey and from 78% to 87% satisfaction on the family survey.



Increase satisfaction with doctors visits

The question was altered in 2025 but **increased** on both versions of the survey.



Increase taste & temperature satisfaction

Taste and temperature satisfaction both **increased** in 2025.



2025 Quality Improvement Plans

Quality of Care

- Begin audits of residents' preferred wake up/bed times.
- Follow up with individual requests or care routine concerns.

Food Quality

- Maintain on-the-spot audits to reduce impact of isolated incidents on annual surveys.
- Continue enhancing meal taste, temperature, and presentation.

Recreation

- Boost resident engagement in programs and events.
- Prioritize improvements across all age groups and resident demographics.

Wellness Services

- Increase resident & family awareness of available services (social work, dental, massage, etc).
- Add service information to resident welcome packages.

Recommendations For 2026 Survey

Add service providers' names into wellness services section

Consider adding a question about general satisfaction with laundry services.

Remove/edit lost items question in the environmental services section due to inactionable feedback.

Continue to evaluate questions for relevance and ability to collect actionable feedback.

Overall

97% of Residents and **100%** of Families/POAPCs said they would recommend Victoria Village to a friend!





victoria
village

Thank you!