



Resident and Family Satisfaction

Survey Results for 2025

EXECUTIVE SUMMARY

Victoria Village is a vibrant senior's community in the heart of Downtown Barrie providing person-centered care and accessible housing options. We strive to facilitate a healthy, individualized aging experience and provide fulfilling community living for all our residents. We are committed to continually improving the quality of our care, specifically for the long-term care residents of Victoria Village Manor. To help achieve this goal, a Resident and Family Satisfaction Survey is conducted annually to determine which aspects of life at Victoria Village Manor are satisfying and which require further attention.

From July 2 to July 22, all 128 residents living in the Home were offered an opportunity to complete the survey, either personally or through a loved one or Power of Attorney for Personal Care (POAPC) on their behalf. Overall, 94 out of a possible 167 surveys were completed, which provided the data necessary to determine both resident and family satisfaction with the different services and offerings at Victoria Village. Respondents were polled about their satisfaction with areas including administrative services, quality of care, recreation, wellness services, food quality, environmental services, and overall satisfaction.

Several highly satisfying areas were identified through the survey analysis. Areas for improvement include:

- Attention to resident specific requests and preferences in terms of quality of care.
- Further quality control measures for the dietary department, including continued evaluation of satisfaction using the regular audit tools.
- Enhancing interest in recreation events and activities for less satisfied resident demographic groups.
- Increasing resident and family awareness of the wellness services available at Victoria Village.

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INTRODUCTION

Victoria Village Manor has been a hub for the aging Barrie and area population for over 20 years, since opening in 2003. Located on the old Royal Victoria Hospital (RVH) site, Victoria Village has a history of providing exceptional care and services to its community. The mission of Victoria Village is to provide person-centered care with the goal of an individualized aging experience. With 128 Long Term Care beds, Victoria Village Manor provides 24-hour nursing and personal support services, regular and emergency medical care, support with everyday activities, meals, and recreation activities to each of our long-term care residents.

Victoria Village is dedicated to providing quality care and putting our residents, family members and caregivers at the forefront of everything we do. We are also committed to continuous improvement. Every year, we conduct a Resident and Family Satisfaction survey, which is used to gauge which areas at Victoria Village are already satisfying, and which areas could be improved upon to enhance residents' experience. The goal of collecting this information is to establish a better understanding of our long-term care residents' experience. The analysis of the 2025 satisfaction survey results aims to:

- (i) Identify the level of resident and family satisfaction with the care and services provided.
- (ii) Identify the level of resident satisfaction across specific demographic groups, such as age, floor of residence, gender, race/ethnicity/cultural background, and/or religion. Integrating demographic data may allow for quality improvement plans to be tailored to specific groups.
- (iii) Recommend specific areas for quality improvement.
- (iv) Use responses from the 2024 survey to continually improve future satisfaction studies and identify trends.
- (v) Continue using a data collection model that integrates more family feedback and separates resident and family responses to accurately reflect the opinions of residents as distinct from their families/POAPCs.

In addition, the survey is in compliance with the *Fixing Long Term Care Act, 2021* which states: “43 (1) Every licensee of a long-term care home shall ensure that, unless otherwise directed by the Minister, at least once in every year a survey is taken of the residents, their families and caregivers to measure their experience with the home and the care, services, programs and goods provided at the home.”

METHODOLOGY

I. Survey Design

Three versions of the 2025 Satisfaction Survey were administered. One version was completed by residents, while two separate versions were designed for loved ones or Powers of Attorney for Personal Care (POAPCs) to complete on behalf of residents. Family Group A refers to respondents (families/POAPCs) connected to residents who were unable to complete the survey independently. Family Group B includes families/POAPCs of the 49 residents who were offered the Resident Satisfaction Survey themselves.

Both versions of the family survey were identical in questions and design but were distributed separately to ensure accurate tracking of all 128 residents' feedback, either directly or through their families. The resident survey and both family/POAPC versions asked comparable questions, covering satisfaction with all departments at Victoria Village. The wording was adjusted slightly between the resident and family/POAPC version of the survey to reflect the different perspectives of residents versus family members/POAPCs. The resident survey had a total of 70 questions, while both family/POAPC versions had 65 total questions. These numbers have slightly increased since the 2024 survey, accounting for a few added questions this year. Full details of survey modifications are available below.

All surveys began with a demographic information section. Responses to these questions were optional and respondents were encouraged to leave this section blank if they would like to remain anonymous. Questions asked included the residents' name, age, floor of residence, gender identity, race/ethnicity, religious identity and preferred language. These questions support cross-tabulation analysis, allowing us to examine whether any of these demographic factors influence resident experience or perceived treatment at Victoria Village. Approximately 36.6% of residents and 11.3% of families/POAPCs chose to remain anonymous and did not include their name on the survey. Overall, 22% of the total respondents remained anonymous, which is a significant increase from 2024 when only 11% of overall respondents remained anonymous. This is also a significant increase in both resident and family anonymity from 2024 (23% and 4% respectively).

Most survey questions used Yes/No response options, often with a third "Not Applicable" choice. This allowed respondents to skip questions they couldn't answer and reduced pressure to guess or select inaccurate responses where respondents did not possess the relevant experience to answer. The binary response options of Yes/No on majority of the survey questions makes it accessible to a greater number of people, particularly to residents with varying cognitive abilities. Optional comment boxes were included with most questions and at the end of each section to encourage additional feedback. This survey design allows for both quantitative analysis (via satisfaction rates based on Yes/No responses) and qualitative insights through written comments.

All three versions of the survey contained 8 main sections: Personal Information, Administrative Services, Quality of Care, Recreation, Wellness Services, Food Quality, Environmental/Laundry Services, and Overall Satisfaction. The 2025 survey was modelled closely after the 2024 version to allow for year-over-year comparisons. Some questions were removed where they were no longer relevant or could be condensed into fewer questions, while others were re-worded for clarity. New questions were added at the request of department leaders. All revisions to the survey were reviewed and approved by senior management, including the Chief Executive Officer, Director of Nursing, and the Director of Resident and Family services. The Residents' and Family Councils were consulted on survey content prior to survey administration.

The following are significant changes made to the 2025 version of the survey. A complete question list can be found in Appendices A and B:

Resident Survey

Administrative Services:

- Re-worded question #9: Changing wording from “Are you aware that you have distinct rights as a resident of Victoria Village? These rights are outlined in the Resident's Bill of Rights and include your right to be treated with courtesy and respect, to be protected from abuse and neglect, and to refuse consent to treatment.” [2024] to, “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?” [2025] to increase clarity.
- Removed question #10 [2024]: “Do the options provided by Victoria Village (EFT, e-transfer, cheque, VISA) to pay your monthly fees and deposit funds into your trust account satisfy your needs?” due to lack of meaningful data collected by the question.

Quality of Care:

- Added question #26: “Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village?”
- Added question #27: “End-of-life care refers to the support and medical care provided during the time surrounding death. It encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village?”
- Condensed previous questions: “When you have contact with the doctor, are you satisfied?” [2024] and, “When you have contact with the nurse practitioner are you

satisfied?” [2024] into question #28: “Are you satisfied with the medical care you receive from the nurse practitioner /doctor?”

- Added question #29: “Do you feel you get enough time with the nurse practitioner/doctor?”
- Removed question #29 [2024]: “Overall, are you satisfied with your medical care?”

Recreation:

- Added question #41: “Would you be interested in attending educational sessions with community groups? (e.g. Alzheimer's awareness with the Alzheimer Society)”

Food:

- A 5-point Likert scale was adopted for the food section (Questions #51, #52 and #53) to more accurately portray residents' opinions, rather than forcing either a positive or negative response with the original 4-point scale.

Environmental Services:

- Added question #62: “When new items are brought to Victoria Village (i.e. 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?”

Family/POAPC Survey

Administrative Services:

- Added question #12: “How often do you visit your loved one?”
- Re-worded question #13: Changing wording from, “Are you aware that your loved one has distinct rights as a resident of Victoria Village? These rights are outlined in the Resident's Bill of Rights and include the right to be treated with courtesy and respect, to be protected from abuse and neglect, and to refuse consent to treatment.” [2024] to, “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?” [2025].
- Removed question #13 [2024]: “Do the options provided by Victoria Village (EFT, e-transfer, cheque, VISA) to pay your monthly fees and deposit funds into your loved one's trust account satisfy your needs?” due to lack of meaningful data collected by the question.

Quality of Care:

- Added question #27: “Do staff provide adequate privacy when you visit/spend time with your loved one?” to maintain consistency with the Resident version of the survey.

- Added question #28: “Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village?”
- Added question #29: “End-of-life care refers to the support and medical care provided during the time surrounding death. It encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village?”
- Condensed previous questions: “When you or your loved one have contact with the doctor, are you satisfied?” [2024] and, “When you or your loved one have contact with the nurse practitioner are you satisfied?” [2024] into question #30: “Are you satisfied with the medical care your loved one receives from the nurse practitioner/doctor?”
- Removed question #29 [2024]: “Overall, are you satisfied with your loved one's medical care?”
- Added question #31: “Do you feel your loved one gets enough time with the nurse practitioner/doctor?”

Recreation:

- Re-worded question #36: Changing wording from, “Are you made aware of the meetings held by the Family Council?” [2024] to, “Are you aware that we have an active Family Council?” [2025].
- Re-worded question #40: Changing wording from, “Is your loved one happy with the activities offered?” [2024] to, “Are you made aware of the activities offered to your loved one?” [2025].
- Added question #41: “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)”

Food:

- A 5-point Likert scale was adopted for the food question asked of families/POAPCs to be consistent with resident ratings.
- Removed question #49, “Would you be interested in being able to purchase meal tickets on special occasions to dine with your loved one?” due to inability to implement with frequent masking policies at this time.

Environmental Services:

- Added question #57: “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?”

These changes were made with the intent of condensing the survey as much as possible, while still ensuring the most accurate and usable data is collected for each department. All changes were made in consultation with senior management from each department.

II. Survey Administration

Resident eligibility for the 2025 Satisfaction Survey was determined using scores (0-3) from Cognitive Performance Scale (CPS) assessments and capable party status. Based on this information, the Director of Resident and Family Services and recreation staff identified 49 residents as capable of completing the survey.

After administration began, one identified resident began receiving end-of-life care prior to being approached to complete the survey. To respect their privacy and ensure their comfort, they were removed from the list. As a result, 48 residents were ultimately offered the survey either in person, or as a paper copy, depending on their preference.

In family Group A, 78 loved ones were initially offered the survey, and 43 loved ones were offered it in Family Group B. Family/POAPCs surveys were distributed via email, mail or by paper copy available at reception. One family member from Group A and one from Group B were removed from the distribution list after their associated residents began receiving end-of-life care following initial contact. They were manually removed from the SurveyMonkey system and did not receive further communications. While it is possible they completed the survey anonymously, there is no way to confirm this, and neither submitted a named response. The resident survey was conducted from July 2 to July 22, and the family/POAPC surveys were administered on July 3 and closed on July 20.

All survey content was created and administered using SurveyMonkey software. Residents who completed the survey in house were surveyed by our Summer Research Assistant, who spoke to the residents in person and recorded their responses on SurveyMonkey using an iPad. Family members/POAPCs were either sent an email containing the SurveyMonkey link from the Special Projects Manager, were offered a paper copy at reception, or were contacted with the same information via a mailed letter. A new initiative to encourage participation was introduced in 2025, allowing family/POAPC respondents to enter a draw to win a free parking pass at Victoria Village. The successful candidate was contacted when the data collection period officially ended. To ensure confidentiality was maintained, participants were redirected to a separate survey to submit their contact details. This process ensured there was no way to link

survey responses with identifying information, particularly for those who wished to remain anonymous. Family Groups A and B were provided with unique survey links that identified their group for analytical purposes. However, both versions of the survey were identical in questions and design. Both groups received 3 follow-up reminders emails after the initial correspondence.

III. Response Rate

When the survey was initially conducted, there were a total of 128 long-term care beds occupied. Residents who scored low enough on the Cognitive Performance Scale (CPS) and/or had capable party status were offered the survey in house. Those who could not complete the survey on their own were still offered a chance to provide feedback through their family member/POAPC instead. Regardless of the residents’ cognitive level, all families/POAPCs were still offered a chance to share their feedback in either Family Group A or Family Group B surveys. Out of the 48 residents identified as able to complete the survey in-house, 41 completed it while 7 declined to complete it. The resident response rate was approximately 85%. In Family Group A, 78 family members/POAPCs were identified to complete the survey and 34 submitted responses. In Family Group B, 41 family members/POAPCs were identified to complete the survey and 19 submitted responses. There were three sets of married couples living at Victoria Village during the survey. In cases where they had the same main family contact/POAPC, only one copy of the survey was sent to their loved one on behalf of both residents. Therefore, the family/POAPC surveys were sent to a total of 119 families on behalf of 121 residents. Of those 119 surveys sent, a total of 53 responses were received, making the family response rate approximately 44.5%. Overall, 94 out of a possible 167 surveys were completed, resulting in a 56.3% overall response rate.

The same number of residents were identified as able to complete the survey in 2024, but more residents chose to participate in 2025, increasing the response rate from 77% in 2024 to 85% in 2025. A slight decrease in the overall response rate from families is seen despite the added parking pass incentive. The overall family response rate was 45% in 2024, and 44.5% in 2025. Overall, the response rate across all surveys remained relatively the same, reaching 56.3% in 2025, which is about 2% higher than the 54% score in 2024. Year over year, some trends in response rate are seen:

Year	Overall Response Rate
2022	65%
2023	59%
2024	54%
2025	56%

Overall response rate peaked in 2022 and has decreased since then. Although this year's rate was slightly up, this was not a significant increase. It is possible that this reduction over time is

due to the repetition of similar surveys year-over-year, leading respondents to feel it unnecessary to respond to the same questions each year. It is also possible that the response rate is affected by an increase in the number of family members/POAPCs surveyed since the introduction of the “Family Group B” survey, which was first administered in 2024. The parking pass incentive may have provided a buffer this year that incentivized families to respond to the survey. Future versions of the survey should implement an incentive to maintain interest and attention.

IV. Data Interpretation

The survey results were collected using SurveyMonkey and the data was analyzed and visualized using Microsoft Excel. For questions with Yes/No response options, the responses were summed and the proportion of respondents who answered positively was compared to the proportion who responded negatively. More specifically, the percentage satisfaction rating was calculated by taking the number of residents who responded positively to a question and dividing that by the number of residents who responded positively and negatively.

$$\% \text{ Satisfaction} = \text{positive responses} / (\text{positive} + \text{negative responses}) * 100$$

In most cases, “Not Applicable” responses were not included in the proportion of total responses; however, this was analyzed on a case-by-case basis. Any instance where “Not Applicable” options are reflected in the percent satisfaction score is noted below. An example of when “Not Applicable” is included in the total score is for question # 38, “If you have any religious, spiritual, or culturally-specific needs, do you feel they are met?” because ‘Not Applicable’ indicates they do not have any religious, spiritual or culturally-specific requirements that are not being met, so “not applicable” is scored as a “yes” response. For questions #30, #31 and #32, reverse scoring was used. The satisfied response was taken to be “No” indicating residents had not been afraid of or mistreated by staff members. In this case the number of “No” responses were divided by the number of positive and negative responses combined.

Any question that is not scored with a binary Yes/No response uses a Likert scale (either 5-point or 10-point). Satisfaction questions within the *Food* section, the mandatory *Quality Improvement Plan (QIP)* questions in the *Quality of Care* section, and a small number of other questions use this type of scale (“Very Good”, “Good”, “Neutral”, “Poor” and “Very Poor”). To analyze responses over time and compare results across years, these questions are scored using weighted averages. In this context, each response option is assigned a numerical value (i.e. 5 for “Very Good” through to 1 for “Very Poor”). The weighted average is then calculated by multiplying the number of responses in each category by its corresponding value, summing these products and dividing by the total number of responses for that question. This produces a single score that reflects the overall satisfaction. In line with previous years’ scoring and to allow for year-over-year comparisons, the weighted average is then divided by the number of response options (i.e. if the questions utilize a 5-point scale, the sum would be divided by 5), then

multiplied by 100 to achieve the percent satisfaction average. Both numbers are demonstrated in the results section for the applicable questions.

Depending on the question wording, some questions assess resident and/or family/POAPCs experience or awareness in a yes or no question, rather than assessing satisfaction. For example, results for “Have you had any personal items go missing in the last year, such as clothing?” are calculated the same way as satisfaction questions, but the result demonstrates the percent of respondents who said “yes” rather than a satisfaction score.

SurveyMonkey was programmed to automatically skip two sections of the survey depending on the respondents’ answer to a previous question. The two questions about continence products were automatically skipped if residents and/or families/POAPCs selected that that resident did not wear continence products or selected “not applicable”. The questions on missing laundry/personal items were skipped if the resident did not lose any items in the past year.

All results were categorized into levels to quantitatively determine resident and family/POAPC satisfaction. Satisfaction was determined by the number of residents who selected the satisfied response for each question. For example, if 9 of 10 respondents were satisfied with a service, the percentage satisfaction score would be 90%. For this analysis, and to ensure consistency with scoring from previous years, results are categorized where scores of 90% or above are considered "highly satisfying", scores between 80% and 89.9% are considered "moderately satisfying", and scores below 80% are considered "less satisfying".



The food quality section was exempt from this traditional scoring and was scored against a benchmark of 75% instead. The intention of this scoring difference is to account for the significant variation in personal preference when it comes to food. This is a barrier no other department must contend with. This benchmark was previously determined in consultation with the dietary department at Victoria Village. This adjusted benchmark maintains consistency with previous scoring for the dietary department:

- Scores of **75% or above** are considered "**highly satisfying**"
- Scores between **70% and 74.9%** are considered "**moderately satisfying**"
- Scores **below 70%** are considered "**less satisfying**"

Comment boxes and open-ended questions throughout the survey allowed residents and family to add additional information about their experiences or explain their satisfaction or concerns with an area of service. The comments guided the conversations about Quality Improvement Plans, as

they provided insight into high/low scores, resident and family suggestions, and understanding for why residents/families answered a question the way they did.

RESULTS

I. Data Analysis

Through the data analysis process, each binary Yes/No question was analyzed for the percent satisfaction score or the percentage of positive responses, if it was not a satisfaction question. Each Likert scale question was analyzed for the weighted average, and that score was used to then calculate the average satisfaction score. The percentage satisfaction and the average satisfaction score are both demonstrated in the results below, with a side-by-side comparison of the results from 2024. These tables highlight the percentage of change seen in the past year to help identify any trends in the data, lower satisfaction, or significant changes in satisfaction whether positive or negative. Importantly, combined and grand averages are calculated for results in each section. First, the average rating for the resident survey on the designated section will be demonstrated, followed by the average rating from the family/POAPC surveys. Both averages include all questions in each department section that are included in the 2024 and 2025 surveys, aside from some of the awareness questions. Many of these questions were added in 2025 as an interest piece, and do not reflect an accurate satisfaction with each section. Questions that were not included in the average score will be noted below where relevant. Finally, at the end of each department summary, the grand average will be demonstrated in the “Overall” section. The grand average was taken to be the combined positive responses on both resident and family versions of the survey, divided by the total responses for each included question on both versions of the survey.

Grand average = (Total Positive Responses from applicable survey questions / Total Responses from applicable survey questions) * 100

To calculate the most comparable grand averages across years, only questions that are the same will be included in this total. Questions that have been removed or added in 2025 will not be included in the calculation of either score. In some cases, the wording of questions has been slightly updated or altered. In this instance, if the intent and subject of the question is the same, the score will still be counted. All questions that were not included will be indicated below.

The following sections will analyze the results from the 2025 Satisfaction Survey. They will primarily break down results by department, respondent (i.e. Resident or family/POAPC), and comparison to 2024 results. Statistical significance was not calculated due to the small sample sizes, and few trends were observable. However, general trends can still be seen and are valuable when assessing areas in need of quality improvement. When assessing each department, the analysis will include a table breaking down the 2025 percent satisfaction, the 2024 score, and the percentage of change. The distribution of responses is also included in the questions.

Below are the questions that scored in the top and bottom 10 of the resident satisfaction survey.

Resident Lowest Satisfaction	% Satisfaction	Resident Highest Satisfaction	% Satisfaction
How would you rate the taste of your food?	71.79%	Do you feel safe and protected in the Home?	100%
How would you rate your overall satisfaction with meals at Victoria Village?	71.49%	Do you feel welcome at the programs and events you attend?	100%
How would you rate the visual appeal of the food you receive?	68.65%	Do staff provide adequate privacy when you spend time with visitors or loved ones?	100%
Are you aware that social work services are available for you?	64.70%	Are you able to access funds from your trust account when you choose to do so?	100%
If you have used the dental care at Victoria Village, are you satisfied with this service?	63.63%	Are you happy with the care you receive?	100%
How would you rate the temperature of the food you receive?	63.59%	If you have used the social work services, are you satisfied with the support you received?	100%
Do you feel you get enough time with the nurse practitioner/doctor?	62.50%	Do you feel staff treat you with respect and dignity?	97.30%
If you have used the massage therapy service at Victoria Village, are you satisfied with this service?	**50.00%	Are changes to your care well communicated by the staff? (e.g. updates, medication changes, etc.).	97.30%
Have you had any personal items go missing in the last year, such as clothing?	*50.00% (50% said yes)	Do staff provide adequate privacy when giving you treatment or care?	97.22%
Is the item still missing?	*47.06% (52.94% said yes)	Would you recommend Victoria Village Manor to a friend?	97.14%

Table 1. Resident Top and Bottom 10 Scores

* Indicates where opposite scoring was used (i.e. 'No' responses were calculated as the satisfying result).

**This question had a particularly low response rate, with 1 'Yes' response, 1 'No' response, and 33 'N/A' responses.

Family/POPAC Lowest Satisfaction	% Satisfaction	Family/POAPC Highest Satisfaction	% Satisfaction
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?	90.19%	Are you greeted by staff in a friendly and professional manner?	100%
Are you made aware of the activities offered to your loved one?	89.36%	Are the reception staff able to assist with your questions or concerns?	100%
If your loved one has used the massage therapy service at Victoria Village, are they satisfied with this service?	87.5%	Are you happy with the care your loved one receives?	100%
Is your loved one able to access funds from their trust account when they choose to do so?	86.67%	Are changes to your loved one's care adequately communicated to you? (e.g. updates, medication changes, etc.).	100%
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?	82.14%	Do you feel staff treat your loved one with respect and dignity?	100%
Are you aware that social work services are available for both residents and their loved ones?	81.63%	Do staff respond to your loved one's needs and wishes?	100%
If your loved one has used the dental care at Victoria Village, are they satisfied with this service?	78.57%	Do staff provide adequate privacy when you visit/spend time with your loved one?	100%
What is your loved one's opinion of the food that they receive?	78.00%	Do you feel your loved one enjoys the activities they attend?	100%
Has your loved one had any personal items go missing in the last year, such as clothing?	*47.05% (52.95% said yes)	If your loved one has used the hair salon in Victoria Village, are they satisfied with this service?	100%
Is the item still missing?	*33.33% (66.67% said yes)	Would you recommend Victoria Village Manor to a friend?	100%

Table 2. Family/POAPC Top and Bottom 10 scores

* Indicates where opposite scoring was used (i.e. 'No' responses were calculated as the satisfying result).

II. Administrative Services

The administrative services section varied between the resident and family/POAPC versions of the survey. The resident version consisted of 3 questions, and an optional comment box.

Questions assessed residents' awareness of the procedures during a fire or another emergency,

the Residents’ Bill of Rights, and ability to access their trust account. On the other hand, the family/POAPC version of the survey contained 6 questions, plus a comment box. Questions were similar between both versions of the survey, but the family section had additional questions about experience with reception staff. The family version also included a new question in 2025 that asked how often respondents visited their loved ones. This question was included to allow for analysis of any difference in satisfaction based on how frequent families/POAPCs visit Victoria Village. See below the satisfaction average with administrative services for the resident survey, the family survey, and the combined score between both surveys.

<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%

The administrative services remained strong in 2025, with improved satisfaction seen in both resident and family survey results. Key increases were seen with residents' awareness of fire or emergency procedures and satisfaction with access to their trust account. Detailed scores for each question under “Administrative Services” are below.

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

Table 3. Family/POAPC Administrative Results & 2024 Comparison

*Indicates that the question has been re-worded in 2025

Significant positive increases in satisfaction/awareness of the administrative questions were seen in the resident survey. In 2025, 92.11% of residents stated that they knew what to do in the event of a fire or other emergency, which is a significant increase from the 2024 score.

Additionally, 100% of applicable residents can access funds from their trust account in 2025, compared to 88.88% of residents in 2024. Both scores are considered “highly satisfying”, with significant increases seen in the past year. The Bill of Rights question was re-worded in 2025 to provide clarity and additional context. Although still a “less satisfying” score, residents’ awareness of the Residents’ Bill of Rights has increased from 64.86% in 2024, to 72.97% awareness in 2025, which is a notable positive increase.

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	90.20	96	-5.80
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

Table 4. Family/POAPC Administrative Results & 2024 Comparison

*Indicates that the question has been re-worded in 2025

Administrative services remained relatively steady in terms of satisfaction/awareness from the scores in 2024. While families indicated a decrease in awareness of the Residents’ Bill of Rights from 2024 (from 96% to 90.20% in 2025), this still demonstrates high awareness. 86.67% of applicable families/POAPCs reported that their loved ones could access funds from their trust account when they choose to do so, which is an increase from 78.26% in 2024. As seen in Figure 1, reception-specific results remained highly satisfying in 2025, slightly increasing to 100% satisfaction across all three questions.



Figure 1. Reception Satisfaction

Overall Satisfaction

Overall, the administrative services section was highly satisfying in 2025, with a grand average of approximately 93% satisfaction. Across both the resident and family/POAPC surveys, one question on the family survey was moderately satisfying, and one question on the resident survey was less satisfying. Overall, administrative services saw a 4% increase in satisfaction from 2024 to 2025, taking this section from a moderately satisfied score to a cumulatively high satisfaction score. Two questions across survey versions were comparable, and the combined scores from both versions of the survey are demonstrated in Figure 2 below.

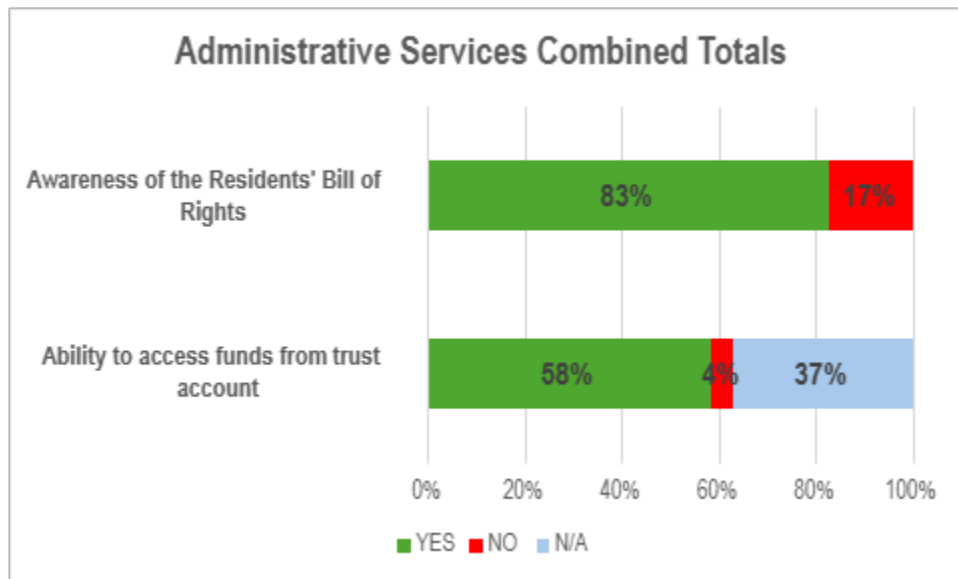


Figure 2. Administrative Services- Resident and Family Results.

III. Quality of Care

The quality of care section focused on residents’ and families/POAPCs’ experiences with the Nursing and Personal Support Worker (PSW) departments. This section included questions about care satisfaction, independence, treatment and respect from staff, privacy, medical care satisfaction, protection from abuse, and satisfaction with continence products. The resident version of the survey contained 24 questions, while the family/POAPC version contained 19 questions. Questions asked between both versions of the survey were similar, and the questions excluded from the family/POAPC version related to more personal aspects of care that families/POAPCs may not be able to answer. In accordance with the Ontario Health Quality Improvement Plan (QIP), two mandatory questions were included. These questions were assessed on a 5-point or 10-point Likert scale, rather than with yes or no options. All questions originally scored on a 5-point scale have been converted to demonstrate the result on a scale of 10 to maintain consistency and improve comprehension. See below the satisfaction averages for the quality-of-care section on the resident survey, the family survey, and the combined score between both surveys. Awareness questions unrelated to satisfaction and QIP averages are excluded from these average scores due to differences in scoring procedures.

<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%

Overall, the quality-of-care section of the survey demonstrated high levels of satisfaction from both residents’ and their loved ones. Averages remained relatively steady in comparison to 2024, with a slight increase seen on the family version of the survey. A detailed breakdown of how each question scored in the Quality-of-Care section is listed below.

Residents' Results

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	97.30	90.91	6.39
Are you involved (to the extent possible) in daily decisions about grooming (choosing clothes, brushing	97.14	85.71	11.43

teeth, shaving etc.)? 34 Yes, 1 No, 1 N/A			
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	97.30	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
Do staff provide adequate privacy when giving you treatment or care? 35 Yes, 1 No	97.22	97.14	0.08
Do staff provide adequate privacy when you spend time with visitors or loved ones? 36 Yes	100	97.05	2.95
Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village? 24 Yes, 12 No	*66.67	NEW!	
End-of-life care refers to the support and medical care provided during the time surrounding death. It	*55.88	NEW!	

encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village? 19 Yes, 15 No			
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

Table 5. Resident Quality of Care Satisfaction Results & 2024 Comparison

*Indicates if a result was not included in the overall average or grand average % satisfaction score

**Indicates a result that was only included in the overall average, not the grand average % satisfaction score

Question	Weighted Average	2025 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

Table 6. Residents Quality of Care QIP Questions

The high scores achieved on the resident survey demonstrate that residents are highly satisfied with the quality of care they receive at Victoria Village. Scores remained relatively consistent across years, with minimal change seen either positively or negatively. A significant increase in satisfaction is seen in residents' satisfaction with their involvement in daily decisions in grooming. This score increased over 11%, from about 86% satisfaction in 2024, to 97% satisfaction in 2025. Additionally, a significant decrease is observed in residents' satisfaction with wake up and bedtime flexibility, down from about 97% in 2024 to 86% satisfaction. Some residents' comments provide context for this concern:

- “Would sleep in longer if it was possible.”
- “Not in the morning. Would probably sleep in longer if I could but you have to get up.”
- “Have to go by the time. Can't say I'm ready for breakfast at 10am. It is regimented, but there is no point in alternating it.”

The other significant decrease from 2024 was with the ability of care staff to communicate in residents' preferred language. This score decreased from 100% down to 89.19%. ‘No’ respondents provided insightful comments into these responses:

- “[Preferred language is] Spanish”
- “First language is Danish, can't communicate in Danish but can in English.”
- “[Preferred language is] Norwegian”
- “Can be difficult with some of the staff.”

A lower area of satisfaction identified on the survey concerned the medical care received from the doctor and nurse practitioner. This question was condensed from two questions into one in 2025. Resident satisfaction was scored at 80%, a moderately satisfied score, but trends can be drawn from ‘no’ respondent's comments. The comments indicate this dissatisfaction is not necessarily due to the care, but rather the lack of time spent with the doctor and/or nurse practitioner.

- “Didn't know we had a doctor.”
- “Don't see them enough to say yes.”
- “I have a few issues I would like attention from the doctor for but I don't get to see him often.”
- “Dr. only comes once a week. He comes in and waves at people. I would like to have my own doctor.”

Given this trend in results, it is unsurprising that only 62.5% of residents felt they spent enough time with the doctor/nurse practitioner. This trend is seen further with the comments provided by residents.

- “I hardly see [the Doctor]. He's quick in and that's it.”
- “Never see them.”
- “Haven't seen doctor for how many weeks now. The Dr. walks through the halls, but I haven't even seen him recently. The NP comes very seldom.”

- “If I had more time I could explain what I need.”
- “Not enough time with [the Doctor].”

In 2025, two new questions were added to the survey to assess residents’ awareness of the Palliative Care and End-of-Life care programs at Victoria Village. Although these scores were not included in the calculation of overall satisfaction, it is important to note that Residents’ awareness of these programs was low.

- **66.67%** of residents were aware that a Palliative Care program is offered at Victoria Village.
- **55.88%** of residents were aware that an End-of-life care program is offered at Victoria Village.

Despite these low scores, the quality-of-care section scored very highly, as 15 of the total questions received a highly satisfied score. Overall, resident responses indicate they are highly satisfied with the quality of care received, as the care-specific questions achieved an average score of 92.5% satisfaction.

Family/POAPCs Results

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.)?*	100	97.82	2.18
47 Yes, 1 N/A			
Are you or your loved one involved (to the extent possible) in decisions about grooming (choosing clothes, brushing teeth, shaving etc.)	94.87	80.95	13.92
37 Yes, 2 No, 7 N/A			
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?	82.14	84	-1.86
23 Yes, 5 No, 18 N/A			
If your loved one has bathing preferences, are they accommodated? (e.g. days or evenings, shower or bath, etc.).	96.88	96.29	0.58
31 Yes, 1 No, 14 N/A			
Do you feel that your loved one can accept or refuse care from their PSW?	96.97	94.44	2.53
32 Yes, 1 No, 15 N/A			
Do you feel staff treat your loved one with respect and dignity?	100	100	0
47 Yes			

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	92.30	0.72
Do staff provide adequate privacy when you visit/spend time with your loved one? 48 Yes	*100	NEW!	100
Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village? 44 Yes, 4 No	*91.67	NEW!	
End-of-life care refers to the support and medical care provided during the time surrounding death. It encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village? 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	100.00	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	3.50

Table 7. Family/POAPC Quality of Care Satisfaction Result & 2024 Comparison

*Indicates if a result was not included in the overall average or grand average % satisfaction score

Question	Weighted Average	Sat Average	2024 Sat. 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
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Table 8. Family/POAPC Quality of Care QIP Questions

The results of the family/POAPC survey achieved an average score that was slightly higher than the resident equivalent. For the most part, scores remained consistent with 2024, but minimal increases are seen in 10 of 13 comparable questions. The only significant change on the family/POAPC survey from 2024 is an increase of almost 14% satisfaction on the question asking if the resident is involved to the extent possible in daily grooming decisions. This score increased from 80.95% in 2024 to nearly 95% satisfaction. No other scores increased or reduced significantly.

The only minimal reductions in satisfaction from 2024 are minor changes of about 5% or less. Because the sample size is small, this difference could be a matter of one or two respondents. The lowest satisfaction score recorded on the family/POAPC survey was the question about preferences being accommodated for wake up and bedtimes. 82% of families/POAPCs reported satisfaction with this question. The qualitative responses from respondents who said their loved one could not make this decision provide additional insight:

- “With progressed dementia it's best the staff gauge time to wake and sleep, they get cues as well.”
- “But that's okay. He loses track of time and needs the structure your routine provides.”

Importantly, these comments from two ‘no’ respondents are not overtly negative. They suggest understanding and acceptance of the limitations imposed by the residents’ conditions. Additionally, for the two questions scored on Likert scales, minimal decreases in satisfaction were seen in 2025, bumping them from a highly satisfied rating down to moderately satisfied. Families/POAPCs had the option to select which number they would use to rate how well staff listen to them/their loved ones on a scale from 1 (Never) to 10 (Always). They could also select their level of agreement that their loved one could express their opinions without fear of consequences on a scale of 5, from 1 (Never) to 5 (Always). Relevant comments from the ‘rarely’ and ‘sometimes’ respondents in this section included:

- (‘Sometimes’ Responses): “she tends to not want to cause any fuss, so may need to explore how she really feels about some things”
- (‘Rarely’ Responses): “Language skills diminishing”

Despite these scores, the 15 remaining quality of care questions on the family survey received a highly satisfying score, for an overall satisfaction score of 96.5%. This demonstrates that families/POAPCs are highly satisfied with the care their loved one receives.

Overall Satisfaction

As demonstrated, both the resident and family/POAPC surveys showed high satisfaction regarding the quality of care. The resident survey had an average satisfaction score of 92.56%, while the family/POAPC survey scored 96.5%. Together, this results in a grand average of 95.2% for the quality of care section across all responses.

The following section presents combined data from both survey versions to provide a comprehensive view of overall satisfaction. The graph bars represent the response rates for each question, which are included to illustrate the average response rate across both resident and family/POAPC surveys. Responses marked “Not Applicable” indicate that the question was either unanswered, not applicable to the resident, or the respondent was unsure. The “Yes,” “No,” and “N/A” labels reflect the total number of respondents who selected each option across all survey responses.

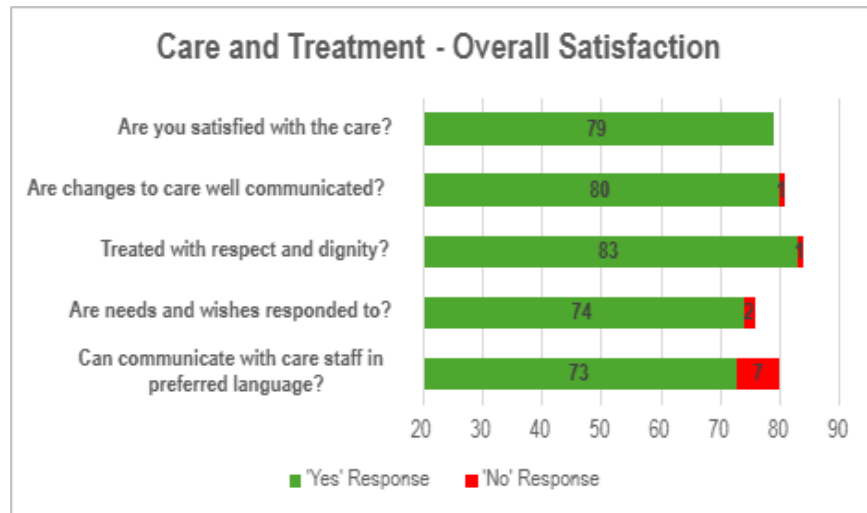
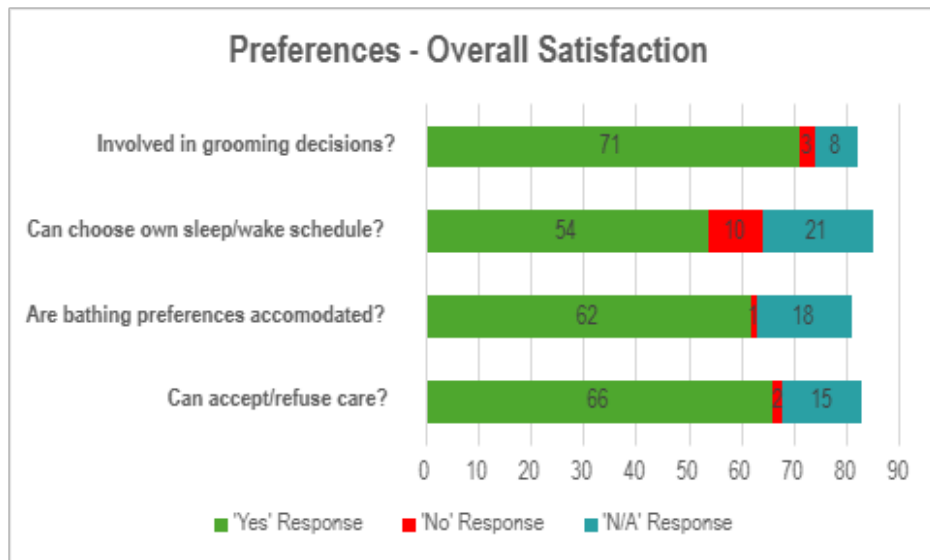


Figure 3 and 4. These figures demonstrate residents' involvement in decisions about care and preferences for day-to-day living, satisfaction with care, and treatment received. These questions appeared on both versions of the survey.

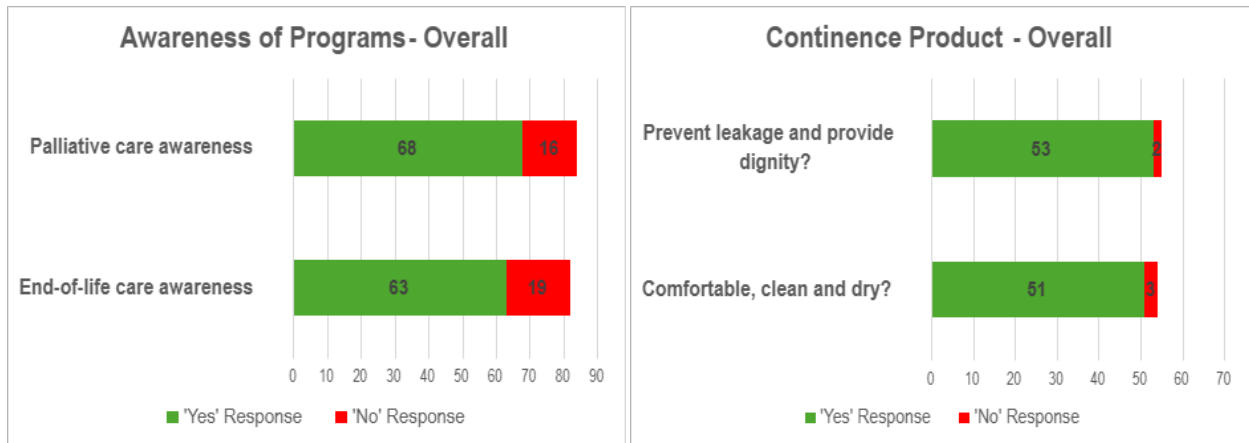
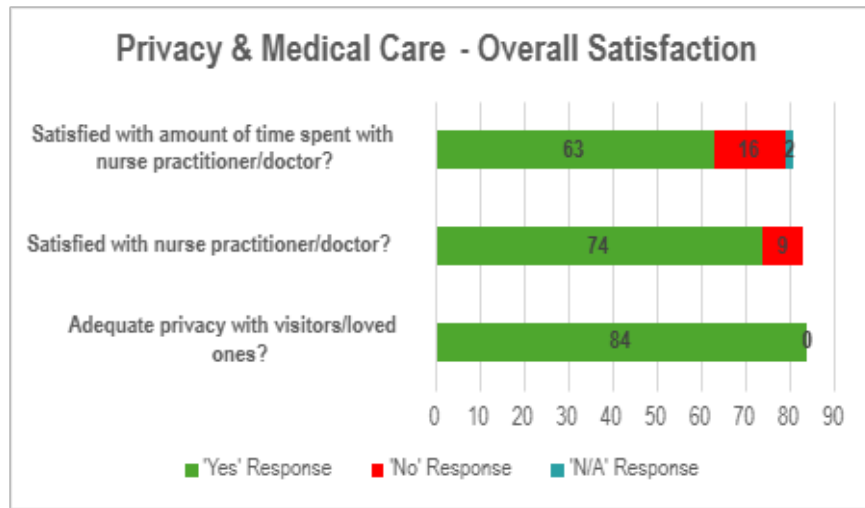


Figure 5-7. These figures demonstrate residents' satisfaction with medical care, privacy, and continence products. Additionally, they show residents' awareness of both the palliative care and end-of-life care programs. *Note: Responses from residents who did not use continence products were skipped and are not included in the figure.*

IV. Recreation

The resident version of the survey contained 5 recreation questions, plus an optional comment box, while the family/POAPC version contained 6 recreation questions, plus an optional comment box. The questions differed between versions, with residents being asked about their specific experiences with programs, events and Residents' Council, and families asked general questions, including questions about Family Council. Due to significant changes on the family survey in 2025 and differences between the resident and family/POAPC versions of the survey, drawing an average and grand average is not necessarily representative of the true scores. The questions that ask if residents are given the option to participate in Residents' Council, and the question about religious, spiritual or culturally specific needs on both versions of the survey recoded 'Not Applicable' responses to 'Yes' responses. Not applicable responses indicate that

the resident is invited but chooses not to attend residents’ council, and that they don’t have culturally specific needs, therefore indicating that all their needs are met. Recoding these responses allows for the most accurate result to this question. See below for the breakdown of satisfaction for residents and families/POAPCs.

<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%

Resident Results

In 2024, the recreation questions achieved an average score of 93.33% satisfaction in the resident survey. In 2025, the average resident recreation score was 91.67%. Although slightly down from last year’s average, this score remains “highly satisfying” and demonstrate that residents are highly satisfied with the efforts of the recreation department. Of these results, 4 of 5 satisfaction questions scored as “highly satisfying”. The question about interest in educational sessions was a new question added in 2025 to assess new potential areas of interest for events and was not included in the average score.

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!	

Table 9. Residents’ Recreation Satisfaction Result & 2024 Comparison

*Indicates a result that was not included in the overall or the grand average % satisfaction score

**Indicates where N/A answers were recoded and counted as a ‘yes’ response

No significant changes were seen across the resident survey results for the recreation department. 92% of residents indicated they were given the option to participate in Residents’ Council if they chose to do so, and 94% said their needs were met. Additionally, 100% of respondents said they feel welcome at the programs and events they choose to attend, which remains consistent with last years score. While only 81% of residents suggested that the programs and events offered were of interest to them, some relevant comments provide additional insight:

- “Some of them yes, not all of them. I worked hard until I retired, not really interested in all the events. I like bingo”
- “Not geared towards my age which I understand.”
- “They’re for old people. No suggestions though.”
- “They offer them, but I often say no. Happy not to go to most and live my life how I do now.”
- “Some of them. I like cards, but like to play quicker than most of the seniors are able to.”

Family/POAPC Results

The recreation section was significantly altered on the family survey in 2025 compared to the previous year’s survey. All survey questions are listed in Appendix B. For this reason, it is difficult to draw an accurate average from 2024 to compare. With that said, in 2025 the average recreation satisfaction score was 95% on the family survey. The questions gauging interest in attending family council or education sessions were not included in this score. Additionally, to maintain comparable scoring to 2024, the new question that asks families if they are aware of the activities offered to their loved one is not included in this score. These high scores demonstrate that families/POAPCs are highly satisfied with the recreation activities and efforts offered to their loved ones.

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!	

Table 10. Family/POAPCs Recreation Satisfaction Result & 2024 Comparison

* Indicates that scoring is based on interest rather than % satisfied. I.e. 27% of respondents were interested in attending educational sessions.

**Indicates where N/A answers were recoded and counted as a 'yes' response

The recreation department received a score of 95% satisfaction when comparing the same 3 questions on the 2025 family survey as the 2024 survey. If adding all satisfaction questions in this section, the overall average is 93.5%, a highly satisfying score. Approximately 94% of respondents indicated that their loved ones' religious, spiritual, or cultural needs are being met, which is a slight decrease from the 2024 score yet still demonstrates that most families feel these needs are well supported. Additionally, 100% of families reported that their loved one enjoys the activities they attend, which is an increase of about 6% from the previous year. Several new or significantly altered questions were added in the 2025 survey, which will provide valuable data for future analysis. These questions were not included in the overall satisfaction scores to ensure comparisons to 2024 were as accurate as possible. Notably, interest in attending future Family Council meetings (18.75%), and educational sessions with community groups (27%) was low. These questions, introduced in 2025 to assess specific interest areas for the recreation department, were not included in the overall satisfaction score.

Overall Satisfaction

Due to significant differences between the resident and family versions of the survey in the Recreation section, only two questions were comparable and could be combined to compare all results. It is important to note that the question regarding interest in education sessions is not a satisfaction question. This question was added in 2025 to gauge whether residents and their families would be interested in such sessions, as part of planning efforts by the Recreation Department.

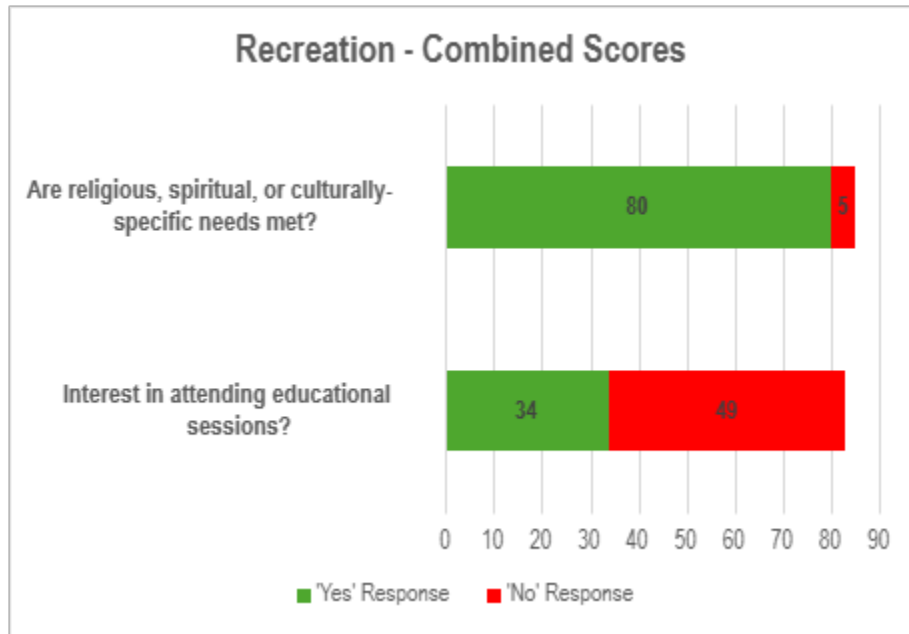


Figure 8. Resident and Family survey scores for recreation.

V. Wellness Services

The wellness services section was nearly identical in both the resident and family versions of the survey, with each containing seven questions assessing satisfaction and awareness of contract services offered at Victoria Village. However, not all these questions are ideal indicators of overall satisfaction, as the sample sizes for contract services were smaller than the general survey sample. Many residents have not used these services.

Additionally, responses to the satisfaction questions regarding social work, dental care and massage therapy satisfaction were manually adjusted on both versions of the survey. Several respondents who identified themselves by name answered these questions despite never having used these services. To ensure accuracy of results, these responses were removed so that satisfaction ratings reflect only those who have actually accessed the services at Victoria Village. These adjustments are noted below where applicable. See below for the satisfaction averages for the wellness services section on the resident survey, the family survey, and the combined score between both surveys.

<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%

Overall, the wellness services section of the survey demonstrated moderate levels of satisfaction when combining scores for an overall average. Resident satisfaction with services

slightly declined, while family satisfaction slightly increased to the high satisfaction range. Again, because of the small sample sizes, these differences are non-significant from 2024 to 2025. A detailed breakdown of how each question scored in the Quality-of-Care section is listed below.

Resident Results

To maintain consistency with other sections, the percentage of satisfaction was calculated for each contract service category. The overall satisfaction score on the resident survey was approximately 86% for wellness services in 2025, indicating a moderate level of satisfaction.

Question	2025 % Satisfaction	2024 % Satisfaction	% Change
Are you aware that social work services are available for you? 22 Yes, 12 No	64.70	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	100.00	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	96.00	92.3	3.70
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	-50.00

Table 11. Residents’ Wellness Service Satisfaction Result & 2024 Comparison

*Indicates a question score that was manually adjusted

The results remained relatively steady compared to the 2024 scores. Minor increases were seen in resident satisfaction with social work support, the hair salon, physiotherapy, and foot care services, with all four of these receiving a highly satisfied score. Awareness of social work services and satisfaction with dental care both received low satisfaction scores, both with very slight decreases in satisfaction in the past year. The most significant decrease in satisfaction was on the massage therapy question, with 50% of respondents indicating satisfaction, down

from 100% last year. However, for the massage therapy questions specifically, there were only two respondents who had used the services. In this instance, one respondent indicated satisfaction, and one indicated dissatisfaction. Because the sample size is so small, this is not a good representative of true satisfaction with the service.

As mentioned, for this section specifically, results were manually altered to reflect residents who have used the services. Responses were removed for those who indicated a response of either satisfaction or dissatisfaction if they had never used the service. The following question was manually altered:

Massage Therapy

- One of the original respondents was removed from the result because they had never used the service at Victoria Village.

Family/POAPC Results

The overall satisfaction score on the family/POAPC version of the survey was 91.39%, indicating a high level of satisfaction.

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	90.90	+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

Table 12. Residents' Wellness Service Satisfaction Result & 2024 Comparison

* Indicates a question score that was manually adjusted

The family version of the survey increased about 3% in overall satisfaction from the 2024 survey to 2025. A decrease of about 7% was seen in satisfaction with the physiotherapy services, but this score remains approximately 93%, which is a highly satisfied score. Footcare showed no change year-over-year, as it remained at 100% satisfaction. The lower satisfaction scores consisted of awareness of social work services, and satisfaction with massage therapy, which both received moderately satisfied scores. The lowest score reported was 78.57% satisfaction with dental care services. Importantly, all three of these questions increased in satisfaction from 2024, with a significant increase of 12.5% satisfaction seen with massage therapy services. Some comments provide additional context for their dissatisfaction:

When asked if families/POAPCs were aware that social work services are available to them and their loved ones, comments indicated:

- Loved ones thought services were only for residents

In asking about dental care services, areas of concern are:

- Expensive services
- Insurance coverage limited

Comments about massage therapy services indicated:

- Many residents love it
- Loved ones are unaware if the resident uses the service
- Some only recently learned about the service
- Expensive prices for short services

Results for this section were manually altered to reflect only those who have used the services, as they were for the resident survey. Responses were removed for those who indicated a response of either satisfaction or dissatisfaction if they/the resident had never used the service. The following questions were manually altered:

Massage Therapy

- Five of the original respondents were removed from the result because their loved one had never used the service at Victoria Village.

Dental Care

- One respondent was removed from the result because their loved one had never used the service at Victoria Village.

Social Work Support

- Three respondents were removed from the result because they/their resident had not utilized the social work service at Victoria Village.

Overall Satisfaction

As seen, there is a slight difference in satisfaction with contract services between the resident (85.81% satisfaction) and the family/POAPC (91.39% satisfaction) results. Together, this results in a grand average of approximately 89% satisfaction for wellness services across all responses.

The following section presents combined data from both survey versions to provide a comprehensive view of overall satisfaction. The graph bars represent the response rates for each question. These are included to illustrate the average response rate across both resident and family/POAPC surveys. To improve readability and comprehension, 'Not applicable' responses were excluded from these graphs.

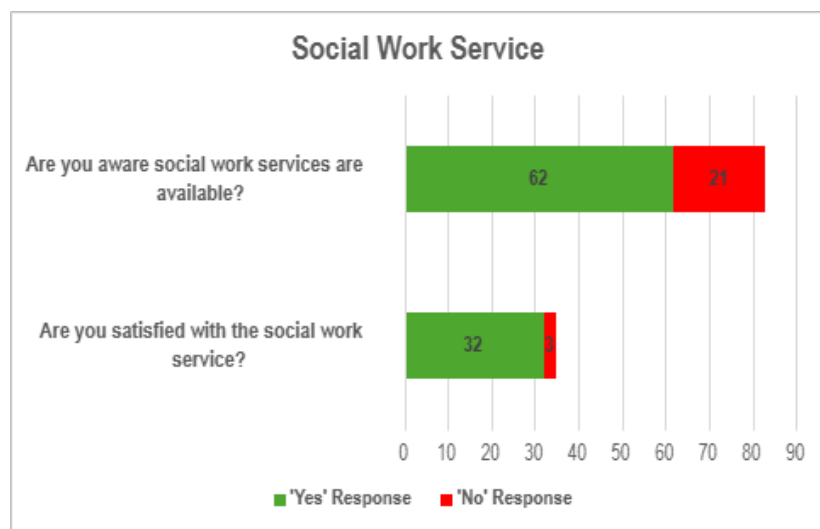


Figure 9. Resident and Family scores for social work service.

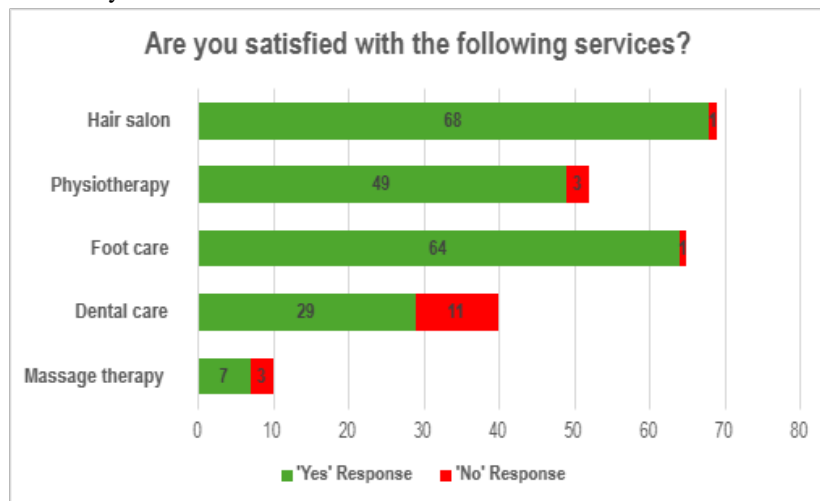


Figure 10. Resident and Family scores for Wellness Services.

VI. Food Quality

There was considerable variation between the resident version and the family/POAPC versions of the survey. The resident survey had 4 questions that assessed direct experiences with the food, plus comment boxes inquiring about favourite meals, least favourite meals, and additional feedback. The family version had one general question. All questions in the food section were rated on either a 5-point or 10-point Likert scale. In 2025, a ‘neutral’ response option was added to more accurately reflect respondents’ opinions. While it will improve scoring moving forward, it makes it difficult to obtain a true comparison to 2024 results, as it may skew how respondents chose to answer. The dietary department is scored on a different benchmark to help offset the significant barrier of personal preference they must contend with. Highly satisfying scores are anything above 75%, and less satisfying scores fall below 70%. Anything in between is considered “moderately satisfying”. All questions were scored with weighted averages: (5) Very Good, (4) Good, (3) Neutral, (2) Poor, (1) Very Poor. See below for the satisfaction averages for the food services section on the resident survey, the family survey, and the combined score between both surveys.

<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%

Overall, the dietary department received moderate levels of satisfaction when combining scores for an overall average. Resident satisfaction with food and meals remained less satisfying, while family satisfaction remained in the high satisfaction range. All averages remained about equal to those in 2024. A detailed breakdown of how each question scored in the Food Quality section is listed below.

Residents' Results

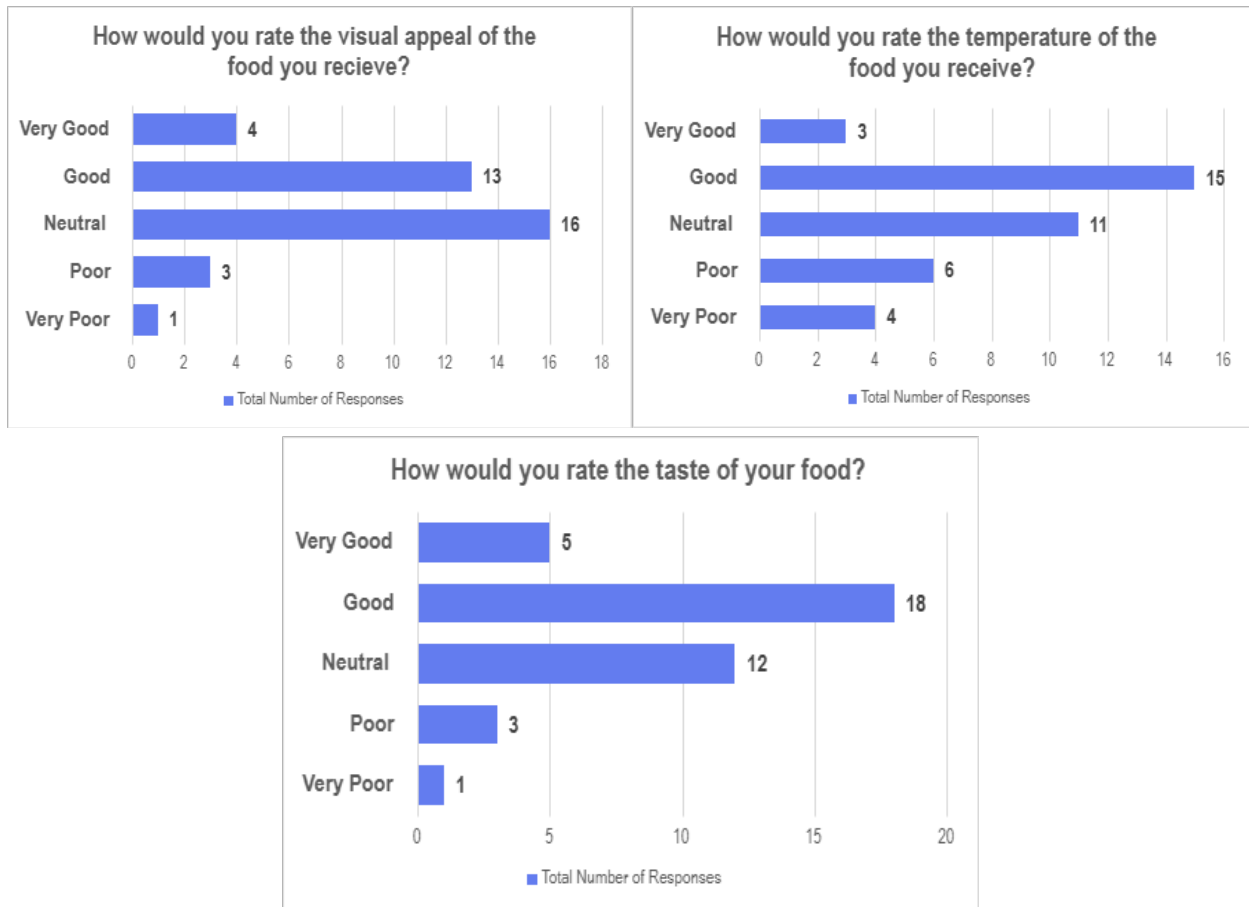
Question	Weighted Avg.	Sat. Avg	2024 Sat. Avg	% Change
How would you rate the visual appeal of the food you receive?	*6.86/10	68.65%	73.61%	-4.96
How would you rate the taste of your food?	*7.18/10	71.79%	65.27%	+6.52
How would you rate the temperature of the food you receive?	*6.36/10	63.59%	62.14%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

Table 13. Residents’ Food Satisfaction Result & 2024 Comparison

*Indicates questions where responses were assessed on a 5-point scale.

**Indicates a question where responses were assessed on a 10-point scale.

The following figures show the distribution of responses for each survey question.



Figures 11-13. Dietary questions response distribution

Overall, while some positive and negative changes are seen from 2024 to 2025, these changes are not significant. This suggests that meal satisfaction has remained relatively stable. For the questions about visual appeal, taste and temperature, the weighted averages are all between 3 or 4 on a scale of 5. This indicates that overall, meal satisfaction falls between “neutral” and “good” responses across the board. This trend is similar in the overall satisfaction question, where responses of “7”, “8”, or “9” are the highest proportion of responses. See below for the breakdown of responses for the overall satisfaction.



Figure 14. Overall Meal Satisfaction (Resident)

Family/POAPC Results

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

Table 14. Family/POAPC Dietary Results & 2024 Comparison

*The weighted average is out of a max score of 5.

The family version of the dietary section only contained one scored question, which demonstrated roughly equal satisfaction compared to the 2024 version of the survey. Based on the benchmark scores for the dietary department, the score of 78% indicates that families/POAPCs feel their loved one is highly satisfied with the food they receive. The weighted average was calculated to be 7.8 on a scale of 10. The figure below outlines the response distribution for this question.

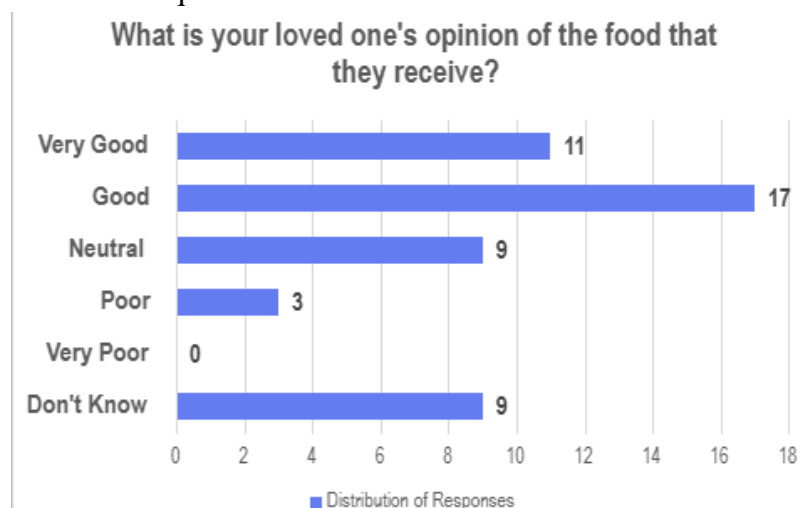


Figure 15. Response distribution for family/POAPC dietary question

Overall Satisfaction

Overall, the Food Quality section continues to face challenges with satisfaction scores, likely due to high variability with residents' personal preferences for food. This continues to impact food quality scores. The dietary department is aware of this challenge and is working to implement additional strategies to improve future satisfaction, including real-time audits of residents' food satisfaction. This will be explored further in the Quality Improvement section. Overall, the grand average for the dietary department is 73.42% in 2025 when combining resident and family/POAPC results, which is about equal to the 2024 score of 73.58%.

VII. Environmental Services

The environmental services section contained 7 questions on both surveys, including safety in the Home, the appearance of the Home, housekeeping, and missing items, plus an optional comment box. If respondents indicated they had had an item go missing in the past 12 months, they would be automatically prompted to answer two questions about the missing item. This was the same across both surveys. See below the satisfaction averages for the environmental services section on the resident survey, the family survey, and the combined score between both surveys.

<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%

Overall, environmental services demonstrated moderate levels of satisfaction on both the resident and family/POAPCs surveys. When comparing the average results, there was a slight decrease in satisfaction seen on the resident survey, and a slight increase in satisfaction on the family/POAPC survey. These are not significant changes. All averages remained about equal to those in 2024.

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	2.70
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

Table 15. Resident Environmental Services Results & 2024 Comparison

* Indicates reverse scored result, where ‘no’ is calculated as the satisfying result.

**Indicates if a result was not included in the overall average or grand average % satisfaction score

Residents indicated high satisfaction with feelings of safety, the appearance, and the cleanliness of Victoria Village. The low satisfaction scores were related to missing items, with 50% of respondents indicating they had a personal item missing in the past year. Of those respondents, 47% reported that the item is still missing. While fewer residents reported items going missing than in 2024, significantly less were able to track down the item, falling from 74% of residents having their item found to 47%. In 2024, the residents’ environmental services questions achieved an average score of 87.11% satisfaction. In 2025, the average environmental services score was 84.18%. Although slightly down from last year’s average, this score remains “moderately satisfying”.

Family/POAPC 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

Table 16. Family/POAPC Environmental Services Results & 2024 Comparison

*Indicates reverse scored result, where 'no' is calculated as the satisfying result.

**Indicates if a result was not included in the overall average or grand average % satisfaction score

Similarly to the resident version of the survey, families/POAPCs reported high levels of satisfaction with the safety, general appearance, and cleanliness of the Victoria Village Home. A significant decrease was seen this year in the number of respondents who said their loved one did not have any personal items go missing in the past year, down from 62% in 2024 to 47%. This means over 50% of respondents had a personal item go missing. Of those respondents, 33% indicated the item had been found, which means the item is still missing for approximately 66% of respondents. The overall family/POAPC satisfaction rating is 88.93%, which is due to the significant low scores on these two questions. The remainder of environmental services are highly satisfying.

Overall Satisfaction

Overall, the environmental services section had a combined average of 86.82%. It is important to note that across the board, all satisfaction questions received a highly satisfied rating, which indicates high satisfaction with these services. Where the averages fall slightly is with the two questions about lost and/or missing items.

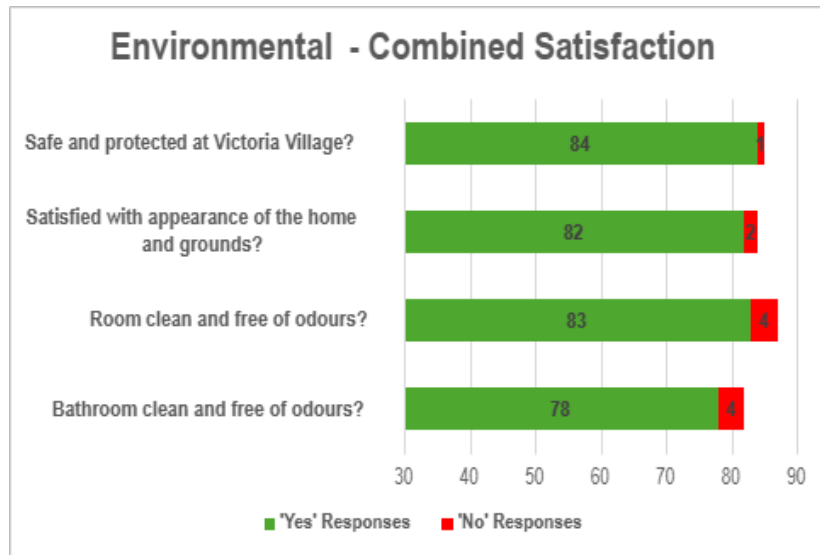


Figure 16. Combined Environmental Services scores (Resident & Family)

VIII. Overall Satisfaction

The overall satisfaction section contained three questions across both surveys, asking residents to rate their overall experience, if Victoria Village provides a home-like environment, and if residents or family members would recommend the Home to a friend. The overall satisfaction section demonstrated moderate levels of satisfaction on both the resident and family/POAPCs surveys. When comparing the average results, there was a slight decrease in satisfaction seen on the resident survey, and a slight increase in satisfaction on the family/POAPC survey. These are not significant changes. All averages remained about equal to those in 2024.

<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%

Resident 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

Table 17. Resident Overall Satisfaction Result & 2024 Comparison

On these two questions, the average score was 91.78%. This is a slight increase from the score of 89.86% in 2024. The final question on the resident survey asked respondents to rate their overall experience on a scale from 1 to 5. The results are demonstrated below.

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

Table 18. Resident Overall Satisfaction Result & 2024 Comparison

For the overall satisfaction question, the average response was 7.84 out of 10, equivalent to a satisfaction rate of 78.38%, indicating that most respondents rated their experience around 4 out of 5. This question was scored on a scale 1-5 but was manually adjusted to remain consistent with the other weighted averages out of 10. About 87% of residents stated that Victoria Village provides a home-like environment or atmosphere, which is about the same as the score in 2024, a moderately satisfied score. Some of the relevant comments from residents who responded ‘no’ include:

- “This is unfair/difficult to answer. I'm not painting the garage or shoveling snow like I would be doing at home. Different "home".”
- “I came from 2-bedroom apartment to this. You can’t do anything to improve it though.”

Many residents struggle with the transition to long-term care, which was well captured by some of the comments made on the survey. Despite this, 97% of residents reported that they would recommend Victoria Village Manor to a friend, which is an increase of approximately 6% since 2024 and a highly satisfied score.

Family/POAPC Survey

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	1.60
Would you recommend Victoria Village Manor to a friend? 48 Yes	100	97.77	2.23

Table 19. Family/POAPC Overall Results & 2024 Comparison

On these two questions, the average satisfaction rating was **97.8%**, which is a slight increase from the 2024 score of 96.1% satisfaction. The results of the final family survey question are demonstrated below.

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

Table 20. Family/POAPC Overall Results & 2024 Comparison

The overall satisfaction questions on the family survey achieved an average score of 88.75%, remaining about the same when compared to the 2024 score of 90.45%. This means that the average response was a 4.4 on a scale of 5, equaling a weighted average of 8.8 when converted to the 10-point ranking system Both the questions about a home-like atmosphere and willingness to recommend the home saw slight increases, with 100% of respondents stating they would recommend Victoria Village to a friend! Some noteworthy comments from loved one include:

- “Just want to highlight how much we appreciate the PSW's and all that they do!”
- “I have recommended [VV to] a number of people.”
- “Not but I can add that both family members and even NP's outside of VV Manor have said that this is one of the best homes in Barrie. I agree. Even a visitor to my father said he was very impressed with what he saw when there.”
- “Not only would I recommend Victoria Village to a friend, but I hope when I reach the age where I need to live in an LTC, I hope I can find as nice a place with terrific staff like you have there.”
- “Victoria Village is an amazing facility; it is a great relief to me that he was able to go there. It has a wonderful reputation in the community and highly rated by anyone who has had family living there.”

QUALITY IMPROVEMENT PLAN

I. Quality of Care

Although the care section received high satisfaction scores overall, a few quality improvement opportunities were identified by the Director of Nursing and PSW Manager to further enhance residents' experiences.

- The Director of Nursing and PSW Manager will interview residents about their preferred wake-up and bedtimes, so care plans can be updated to reflect individual preferences.
- The Director of Nursing was informed of a resident's dissatisfaction with a care worker. The care department will follow up directly with the resident and make necessary changes to improve their experience.

II. Food Quality

The dietary department frequently receives the most critique, largely due to the unique preferences of individual residents regarding meals:

- The dietary department recently implemented on-the-spot surveys conducted by students from Georgian College. These surveys gather resident feedback in real-time about the quality of specific meals, providing insights into which foods have higher or lower satisfaction. This approach reduces the variability seen in annual satisfaction surveys, which can be affected by isolated bad experiences rather than average trends.
- The dietary department will continue to analyze mealtime audits and work on improving taste, temperature and visual appeal of the meals.

III. Recreation

The recreation department scored highly in the satisfaction surveys; however, they acknowledge there is always room for improvement:

- The primary quality improvement goal for the recreation department is to increase resident interest in events and activities, especially focusing on younger, male residents, who were found to be less satisfied.
- A common comment noted that recreation programs are perceived as "for old people" by some younger or more cognitively able residents. The department aims to change this perception to encourage participation across all resident groups.

IV. Wellness Services

Awareness of wellness services was generally low, with many residents and their families/POAPCs unaware of the services offered by Victoria Village:

- The recreation department will work to improve resident and family/POAPC awareness of available wellness services, including dental, massage, social work, and others.
- In consultation with the Residents' Council, it was suggested that information about these services be included in the welcome package for all residents, ensuring everyone is more thoroughly informed of the available options.

SATISFACTION BY DEMOGRAPHIC

The first section of the survey, which asked about personal information, was used to cross tabulate results and determine if there are any observable trends or differences between groups such as resident versus family/POA for personal care respondents. The section contained six questions and gave respondents the option to include their/their loved one's age, floor of residence, gender, ethnicity, and preferred language in the survey.

Due to low sample size, it is difficult to determine statistical significance. However, a review of resident and family survey data revealed several notable demographic patterns across different floors, genders, and age groups within the facility.

Floor-Based Trends

Kensington (4th) Floor

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

Buckingham (5th) Floor

- Of a total 5 residents not satisfied with wake up/bedtimes, 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) Floor

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

Gender-Based Trends

- 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.
- 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.

Age-Based Trends

- 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.

Family Survey Trends

- Loved ones were less aware of the Bill of Rights when the residents were 76 or older.
- Families/POAPCs of 4th floor (Kensington) residents were slightly less likely to feel their loved ones could express opinions without fear of consequences.
- No major trends were linked to frequency of families/POAPCs visits or gender demographics.

While the limited sample size makes it difficult to draw statistically significant conclusions, the survey data did reveal several observable demographic patterns. Differences emerged across floors, genders, and age groups, with notable trends such as lower awareness of emergency procedures among Kensington (4th floor) residents, higher dissatisfaction with medical care among older and female residents, and greater disinterest in programming among younger and male residents. These trends, while not definitive, may help guide targeted improvements in care and communication within the facility.

2026 SURVEY RECOMMENDATIONS

Following feedback from the 2024 survey and a thorough review of its structure, minor adjustments were made to enhance readability, comprehension and overall clarity. A small number of additional questions were also introduced to support departmental insight and planning. All revisions were made in collaboration with senior management and the Residents' and Family Councils, ensuring the survey continues to effectively capture satisfaction levels and inform meaningful improvement strategies.

Changes to question wording and the addition of new items have influenced how satisfaction trends can be monitored over time and how future data will be analyzed. The current approach, which incorporates input from families and POAPCs while analyzing their responses separately from residents, has proven effective and should remain the standard going forward. To further improve the 2026 survey, some areas may benefit from refinement.

- I. Add a question prior to questions #28 and #29 which currently ask about satisfaction with the medical care and time spent with the nurse practitioner and doctor, asking if residents frequently *require* medical support from the nurse practitioner or doctor.
 - Several residents noted that they do not need to see the doctor or nurse practitioner during their interview with the Summer Research Assistant. This could be because the residents we surveyed did not have current complex medical concerns or needs that could not be addressed by their regular care staff. Residents were often focused on the fact that they don't see the nurse practitioner/doctor frequently, leading to low scores on these questions. For the 2026 survey, it would be interesting to see if responses to these questions would change if a question was added first to assess if the residents require these services frequently. The research assistant could explore programming this question in SurveyMonkey to automatically skip the following two questions if the answer is no, or analyze the questions based on the resident's/families/POAPCs response.
- II. Another option is to add a "Not Applicable" option to question #28, "Are you satisfied with the medical care you receive from the nurse practitioner/doctor?"
 - Several residents noted that they do not need to see the doctor or nurse practitioner frequently during their interview with the Summer Research Assistant. Because the doctor and nurse practitioner visit residents based on need, having a not applicable option would provide a response option for those residents that don't have as much of a need for their services at this time, which would include many of those surveyed.
- III. Another option would be to flip the questions currently asked. This would mean first asking question #29, "Do you feel you get enough time with the nurse practitioner/doctor?" and then, "Are you satisfied with the medical care you receive from the nurse practitioner/doctor?"
 - Responses to question #28 were often negative, with comments about the fact that residents spend little to no time with the nurse practitioner/doctor. Flipping these questions would allow the research assistant to ask about time spent first, following it up with a question that asks, "When you *do* see the doctor/nurse practitioner, are you satisfied with the medical care you receive?"
- IV. Add a "Not Applicable" option to question #25, "Do staff provide adequate privacy when you spend time with visitors or loved ones?"
 - There were a few instances where residents stated they did not have any visitors to the summer research assistant. The "Not Applicable" option would help track this rather than leaving the question blank.
- V. Add a "Not Applicable" option to question #61, "Is your bathroom clean and free of odours?"
 - On more than one occasion, residents stated that they do not use the bathroom facilities and could not answer the question. The "Not Applicable" option would help track this rather than leaving the question blank.

- VI. Flip question #51, “How would you rate the visual appeal of the food you receive?” with question #52, “How would you rate the taste of your food?”
- As food can be an important topic for some residents, it became clear to the summer research assistant that not all the residents seemed to grasp that the first question was specifically asking about *visual* appeal. Flipping these questions will provide residents with an opportunity to share their experiences with the food, which are often taste-specific, before answering the other questions about look and temperature.
- VII. For all questions about wellness services, explore adding the service providers’ names into the question on both surveys (i.e. “If you have used the foot care service with Jackie at Victoria Village, are you satisfied with this service?”).
- In 2025, residents and family members consistently answered questions about their satisfaction with services that they had never used at Victoria Village. Adding the service providers name to the question may help to reduce the number of incorrectly selected responses and limit the need to manually adjust data scores during the analysis process. This may also aid residents and families in recalling a specific service so that they may respond to the question more accurately.
- VIII. Explore the possibility of removing some questions, particularly in the dietary and recreation sections. Both departments do quarterly audits, asking questions similar to the satisfaction survey.
- The dietary department asks residents’ opinions directly after a meal, which may provide more insight into specific meal preferences and satisfaction than questions on the annual survey. Explore the possibility of asking more general food satisfaction questions and using the audits for these more specific ratings to ensure we get the most out of both surveys.
- IX. Continue to evaluate questions for relevance and ability to collect actionable feedback.
- Any unnecessary questions should be removed as being able to shorten the survey would be a bonus.
 - Some questions do not indicate a clear course of action should satisfaction be low, making it difficult to identify ways to improve our offerings.
- X. Explore removal of the question about lost items in the environmental services section due to inactionable feedback. Consider adding a question about general satisfaction with the laundry services.
- Because the laundry process has many moving pieces and people from different departments involved (i.e. PSWs hanging up residents' clothes, laundry staff washing clothing), feedback about lost or missing items is not necessarily beneficial to the laundry department. Adding a question about satisfaction with the laundry services (i.e. Cleanliness of clothes, etc.) may provide more actionable feedback that the environmental services department may use.

CONCLUSION

Overall, the results of the 2025 Resident and Family/POAPC Survey indicate a high level of satisfaction across all areas. While there is always room for continued improvement, it is equally important to recognize what is working well. Notably, the largest section of the survey, **Quality of Care**, received a combined average satisfaction rating of **95%** across both surveys, demonstrating that residents and family members alike are highly satisfied with the care provided.

Victoria Village remains committed to continuous improvement, and the 2025 survey results have identified key areas to inform and guide ongoing quality improvement initiatives.

APPENDIX A: 2025 RESIDENT SURVEY



2025 - Resident Satisfaction Questionnaire

We want your feedback!

Victoria Village works hard to meet your needs and provide you with the best services possible. You can help us do even better by giving us your opinion - what are we doing well, and what can we improve?

This satisfaction questionnaire was developed with input from all departments, the Resident and Family Councils, and previous survey feedback to measure your experience at Victoria Village.

We appreciate your time and ask that you please take fifteen minutes to complete the questionnaire.

If you find any question does not apply to you or you do not know the answer, select "Not Applicable" or leave the question blank and move on to the next one.

All questions are voluntary and if you wish not to answer a question, please leave it blank. Additionally, if you would like to complete the survey anonymously, please leave the personal information questions blank. Your responses and privacy are important to us! However, knowing who completed the survey assists us in obtaining more detailed information for follow-up.

Thank you for helping us. We believe that your feedback will help make Victoria Village Manor an even better place to live.



2025 - Resident Satisfaction Questionnaire

Personal Information (Optional)

Please feel free to leave any of these questions blank if you wish to keep your responses anonymous.

1. Resident Name

2. How old are you?

<input type="radio"/> 50 or under	<input type="radio"/> 76-85
<input type="radio"/> 51-65	<input type="radio"/> 86 or over
<input type="radio"/> 66-75	

3. What floor do you live on?

- 3 (Windsor)
- 4 (Kensington)
- 5 (Buckingham)
- 6 (Balmoral)

4. What is your gender?

- Man
- Woman
- Other (please specify)

5. What is your race, ethnicity, or cultural background?

6. What is your religious identity?

7. What is your preferred language?



2025 - Resident Satisfaction Questionnaire

Administrative Services

8. Do you know what to do in the event of a fire or other emergency?

- Yes
 No

9. 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?

- Yes
 No

10. Are you able to access funds from your trust account when you choose to do so?

- Yes
 No
 Not Applicable/I don't handle my finances

11. Additional comments regarding administrative services:

2025 - Resident Satisfaction Questionnaire

Quality of Care

12. Are you happy with the care you receive?

- Yes
- No

If no, why not?

13. Are changes to your care well communicated by the staff? (e.g. updates, medication changes, etc).

- Yes
- No

If no, how could they improve?

14. Are you involved (to the extent possible) in daily decisions about grooming (choosing clothes, brushing teeth, shaving etc.)?

- Yes
- No
- Not able to be involved

If no, why not?

15. 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?

- Yes
- No
- No preference/not applicable

If no, why not?

16. If you have bathing preferences, are they accommodated? (e.g. day or evening, shower or bath, etc).

- Yes
- No
- No preferences/not applicable

If no, why not?

17. Do you feel that you can accept or refuse care from your PSW?

- Yes
- No

If no, why not?

18. Do you feel that you are able to express your opinions without fear of consequences?

- Always
- Most of the time
- Sometimes
- Rarely
- Never
- Don't know

If no, why not?

19. Do you feel staff treat you with respect and dignity?

- Yes
- No

If no, why not?

20. Do staff respond to your needs and wishes?

- Yes
- No

If no, why not?

21. Are care staff able to communicate with you in your preferred language?

Yes

No

Additional Comments:

22. Do staff allow and encourage you to do what you can independently?

Yes

No

Not Applicable

If no, why not?

23. What number would you use to rate how well the staff listen to you?

Not at all (0)

Sometimes (5)

Always (10)

0

24. Do staff provide adequate privacy when giving you treatment or care?

Yes

No

If no, please elaborate:

25. Do staff provide adequate privacy when you spend time with visitors or loved ones?

Yes

No

If no, please elaborate:

26. Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village?

Yes

No

27. End-of-life care refers to the support and medical care provided during the time surrounding death. It encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village?

- Yes
- No

28. Are you satisfied with the medical care you receive from the nurse practitioner (Jennie)/doctor(Dr. McConvey)?

- Yes
- No

If no, please elaborate:

29. Do you feel you get enough time with the nurse practitioner/doctor?

- Yes
- No
- Not Applicable/Haven't seen nurse practitioner

If no, please elaborate:

30. Within the past twelve months, have you felt afraid of a staff member?

- Yes
- No

If yes, please elaborate:

31. Within the past twelve months, have staff ever used excessive force when providing care?

- Yes
- No

If yes, please elaborate:

32. Within the past twelve months, have staff inappropriately raised their voice at you?

- Yes
- No

If yes, please elaborate:

33. Additional comments regarding quality of care:

34. Do you wear or use continence products?

Yes

No

2025 - Resident Satisfaction Questionnaire

Continence Product Satisfaction

35. Do your continence products prevent leakage and provide you with dignity?

- Yes
- No
- Not Applicable/Don't Know

36. Do your continence products meet your needs and keep you comfortable, clean, and dry?

- Yes
- No
- Not Applicable/Don't Know

2025 - Resident Satisfaction Questionnaire

Recreation

37. Are you given the option to participate in the Resident's Council?

- Yes
 No
 Not applicable/Choose not to attend

38. If you have any religious, spiritual, or culturally-specific needs, do you feel they are met?

- Yes
 No
 Not Applicable/No Religious, Spiritual, or Cultural Needs

If no, what more could be offered?

39. Are the programs and events offered of interest to you?

- Yes
 No

If no, why not?

40. Do you feel welcome at the programs and events you attend?

- Yes
 No
 I do not attend events/programs

If no, why not?

41. Would you be interested in attending educational sessions with community groups? (e.g. Alzheimer's awareness with the Alzheimer Society)

- Yes
 No

If yes, what topics would you be interested in learning more about?

42. Do you have any new activity suggestions or other comments relating to recreation?

Wellness services are offered by Victoria Village, and include services like social work, the hair salon, foot care, massage therapy, and dental care. Please answer the following questions about your experience with wellness services. If you have not used the service in question, select "not applicable/haven't used it" and move on to the next question.

43. Are you aware that social work services (Elaine - Social Worker) are available for you?

Yes

No

44. If you have used the social work services, are you satisfied with the support you received?

Yes

No

Not Applicable/Haven't used it

If no, why not?

45. If you have used the hair salon (Michelle) in Victoria Village, are you satisfied with this service?

Yes

No

Not Applicable/Haven't used it

If no, why not?

46. If you have used the physiotherapy (Meena, Valentina) service in Victoria Village, are you satisfied with this service?

Yes

No

Not Applicable/Haven't used it

If no, why not?

47. If you have used the foot care service (Jackie) at Victoria Village, are you satisfied with this service?

- Yes
- No
- Not Applicable/Haven't used it

If no, why not?

48. If you have used the dental care at Victoria Village, are you satisfied with this service?

- Yes
- No
- Not Applicable/Haven't used it

If no, why not?

49. If you have used the massage therapy service at Victoria Village, are you satisfied with this service?

- Yes
- No
- Not Applicable/Haven't used it

If no, why not?

50. Are there any services not currently offered that you would like to see introduced? If so, please list them below:

2025 - Resident Satisfaction Questionnaire

Food Quality

51. How would you rate the visual appeal of the food you receive?

- Very Good
- Good
- Neutral
- Poor
- Very Poor

Please elaborate on your answer:

52. How would you rate the taste of your food?

- Very Good
- Good
- Neutral
- Poor
- Very Poor

Please elaborate on your answer:

53. How would you rate the temperature of the food you receive?

- Very Good
- Good
- Neutral
- Poor
- Very Poor

Please elaborate on your answer:

54. What are your favourite meals at Victoria Village?

55. What are your least favourite meals at Victoria Village?

56. How would you rate your overall satisfaction with meals at Victoria Village?

1 (Completely
Dissatisfied)

5 (Neutral)

10 (Completely
Satisfied)

57. Do you have any additional suggestions or feedback?

2025 - Resident Satisfaction Questionnaire

Environmental Services

58. Do you feel safe and protected in the home?

Yes

No

If no, why not?

59. Are you satisfied with the general appearance of the home and grounds?

Yes

No

If no, why not?

60. Is your room clean and free of odours?

Yes

No

61. Is your bathroom clean and free of odours?

Yes

No

62. 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?

Yes

No

63. Additional comments on laundry and housekeeping services:

64. Have you had any personal items go missing in the last year, such as clothing?

Yes

No

Not applicable

2025 - Resident Satisfaction Questionnaire

Environmental Services- Lost Items

65. Did you report the item missing immediately to staff?

- Yes
- No

If no, why not?

66. Is the item still missing?

- Yes
- No



2025 - Resident Satisfaction Questionnaire

Please rate on a scale of 1 to 5

67. My overall experience at Victoria Village has been...

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

68. Does Victoria Village provide a home-like environment/atmosphere?

- Yes
- No

Why or why not? Please explain.

69. Would you recommend Victoria Village Manor to a friend?

- Yes
- No

70. Is there anything else you would like to share or wish we covered in this survey?

APPENDIX B: 2025 FAMILY/POAPC SURVEY



2025 - Family/POA Satisfaction Questionnaire (A)

We want your feedback!

Victoria Village works hard to meet your needs and provide you and your loved ones with the best services possible. You can help us do even better by giving us your opinion - what are we doing well, and what offerings and services can we improve?

This satisfaction questionnaire has been developed with input from all departments, the Resident and Family Councils, and previous surveys to measure your experience at Victoria Village. We appreciate your time and ask that you please take 15 minutes to complete the questionnaire.

If you find any question does not apply to you, or you do not know the answer, select "Not Applicable" or leave the question blank and move on to the next one.

The deadline to return this survey is July 20, 2025. All survey questions are voluntary and if you wish not to answer a question, please leave it blank. Additionally, if you would like to complete the survey anonymously, please leave the personal information questions blank. Your responses and privacy are important to us. However, knowing who completed the survey assists us in obtaining more detailed information for follow-up.

When you reach the end of the survey, you will have the option to enter our draw for the chance to win a free family parking pass! Please note this personal information will be stored separately from your responses to maintain confidentiality, but will serve as your ticket into our draw.

If you would prefer to complete a paper copy of this survey, you can pick one up at Victoria Village reception.

Thank you for helping us. We believe that your feedback will help make Victoria Village Manor an even better place to live.



2025 - Family/POA Satisfaction Questionnaire (A)

Personal Information (Optional)

Please feel free to leave any of these questions blank if you wish to keep your responses anonymous.

1. Your Name

2. Resident Name

3. How old is your loved one

<input type="radio"/> 50 or under	<input type="radio"/> 76-85
<input type="radio"/> 51-65	<input type="radio"/> 86 or over
<input type="radio"/> 66-75	

4. What floor does your loved one live on?

- 3 (Windsor)
- 4 (Kensington)
- 5 (Buckingham)
- 6 (Balmoral)

5. What is your loved one's gender identity?

- Man
- Woman
- Other (please specify)

6. What is your loved one's race, ethnicity or cultural background?

7. What is your loved one's religious identity?

8. What is your loved one's preferred language?



2025 - Family/POA Satisfaction Questionnaire (A)

Administrative Services

9. Are you greeted by staff in a friendly and professional manner?

- Yes
- No
- Not Applicable

10. Are the reception staff able to assist with your questions or concerns?

- Yes
- No
- Not Applicable

11. If not, do they direct you to the appropriate person to address these questions or concerns?

- Yes
- No
- Not Applicable

12. How often do you visit your loved one?

- Daily or almost daily
- 2-4 times per week
- Once per week
- Other (please specify)
- 1-3 times per month
- Less frequently than once per month

13. 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?

- Yes
- No

14. Is your loved one able to access funds from their trust account when they choose to do so?

- Yes
- No
- I handle their finances and banking
- Don't know/Someone else handles their finances and banking

15. Additional comments regarding administration/reception:



2025 - Family/POA Satisfaction Questionnaire (A)

Quality of Care

16. Are you happy with the care your loved one receives?

- Yes
- No

If no, why not?

17. Are changes to your loved ones care adequately communicated to you? (e.g. updates, medication changes, etc).

- Yes
- No
- Don't know/Not applicable

If no, how could they improve?

18. Are you or your loved one involved (to the extent possible) in decisions about grooming (choosing clothes, brushing teeth, shaving etc.)

- Yes
- No
- Don't know/Not applicable (due to medical reason or otherwise)

If no, why not?

19. 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?

- Yes
- No
- Don't know/Not applicable (due to medical reason, no preference)

If no, why not?

20. If your loved one has bathing preferences, are they accommodated? (e.g. days or evenings, shower or bath, etc).

- Yes
- No
- Don't know/Not applicable (due to medical reason, no preference)

If no, why not?

21. Do you feel that your loved one can accept or refuse care from their PSW?

- Yes
- No
- Don't know/Not applicable (due to medical reason or otherwise)

If no, why not?

22. Can your loved one express their opinions without fear of consequences?

- Always
- Most of the time
- Sometimes
- Rarely
- Never
- Don't know

If no, why not?

23. Do you feel staff treat your loved one with respect and dignity?

- Yes
- No

If no, why not?

24. Do staff respond to your loved one's needs and wishes?

- Yes
- No
- Don't know/Not applicable (due to medical reason or otherwise)

If no, why not?

25. Is your loved one able to communicate with care staff in their preferred language?

- Yes
 No
 Don't know/Not Applicable

Additional Comments:

26. What number would you use to rate how well the staff listen to you/your loved one?

0 (Not at all) 5 (Sometimes) 10 (Always)

27. Do staff provide adequate privacy when you visit/spend time with your loved one?

- Yes
 No
If no, please elaborate:

28. Palliative care is a form of medical care focused on improving the quality of life for residents with serious or chronic illnesses. It provides symptom relief, comfort, and support to residents and their families/caregivers. Palliative care is applicable at any stage of illness and can be provided alongside curative treatments. Are you aware that a Palliative Care program is offered at Victoria Village?

- Yes
 No

29. End-of-life care refers to the support and medical care provided during the time surrounding death. It encompasses physical comfort, mental, emotional, and spiritual needs. This care can be provided in the hours, days, or months before a person dies, ensuring that residents live as well as possible until they die and can die with dignity. Are you aware that an End-of-life care program is offered at Victoria Village?

- Yes
 No

30. Are you satisfied with the medical care your loved one receives from the nurse-practitioner/doctor?

- Yes
 No

If no, why not?

31. Do you feel your loved one gets enough time with the nurse practitioner/doctor?

Yes

No

If no, why not?

32. Additional comments regarding your loved one's care:

33. Does your loved one wear or use continence products?

Yes

No



2025 - Family/POA Satisfaction Questionnaire (A)

Continence Product Satisfaction

34. Do your loved one's continence products prevent leakage and provide them with dignity?

- Yes
- No
- Not Applicable/Don't Know

35. Do your loved one's continence products meet their needs and keep them comfortable, clean, and dry?

- Yes
- No
- Not Applicable/Don't Know



2025 - Family/POA Satisfaction Questionnaire (A)

Recreation

Victoria Village's Family Council gives families and friends of long-term care residents a forum for sharing their experiences and exchanging information.

The Victoria Village Manor Family Council helps provide programs and services to residents and family members, and completes many fundraising initiatives throughout the year, including:

- Bradford Greenhouses Partner Program
- Dare to Dream
- Staff Appreciation funds

Meetings are regularly held throughout the year (except July-August), with the option to join via Teams. If you're interested in learning more, you can reach out to j.morrow@victoriavillage.ca.

36. Are you aware that we have an active Family Council?

- Yes
- No

37. Are you interested in attending future Family Council meetings?

- Yes
- No

If yes, provide your email below for further information (this will NOT be associated with other survey data and survey will remain anonymous):

38. If your loved one has any religious, spiritual, or culturally-specific needs, do you feel they are met?

- Yes
- No
- Not Applicable/No Religious, Spiritual, or Cultural Needs

If no, what more could be offered?

39. Do you feel your loved one enjoys the activities they attend?

- Yes
- No
- Not Applicable/Don't Know

If no, why not?

40. Are you made aware of the activities offered to your loved one?

- Yes
- No
- Not Applicable/Don't Know

41. 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)

- Yes
- No

If yes, what topics would you be interested in learning more about?

42. Do you have any new activity suggestions or other comments relating to recreation?

Wellness services are offered by Victoria Village, and include services like social work, the hair salon, foot care, massage therapy, and dental care. Please answer the following questions about your loved one's experiences with wellness services. If they have not used the service in question or you are unsure, select "don't know/haven't used it" and move on to the next question.

43. Are you aware that social work services are available for both residents and their loved ones?

- Yes
- No

44. If you or your loved one have used the social work services, are you satisfied with the support received?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

45. If your loved one has used the hair salon in Victoria Village, are they satisfied with this service?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

46. If your loved one has used the physiotherapy service at Victoria Village, are they satisfied with this service?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

47. If your loved one has used the foot care service at Victoria Village, are they satisfied with this service?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

48. If your loved one has used the dental care at Victoria Village, are they satisfied with this service?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

49. If your loved one has used the massage therapy service at Victoria Village, are they satisfied with this service?

- Yes
- No
- Don't know/Haven't used it

If no, why not?

50. Are there any services not currently offered that you would like to see introduced? If so, please list them below:



2025 - Family/POA Satisfaction Questionnaire (A)

Food Quality

51. What is your loved one's opinion of the food that they receive?

- Very Good
- Good
- Neutral
- Poor
- Very Poor
- Not Applicable/Don't Know

52. Additional comments on food quality:



2025 - Family/POA Satisfaction Questionnaire (A)

Environmental Services

53. Do you feel your loved one is safe and protected in the home?

- Yes
- No

If no, why not?

54. Are you satisfied with the general appearance of the home and grounds?

- Yes
- No

If no, why not?

55. Is your loved one's room clean and free of odours?

- Yes
- No
- Not Applicable/Don't Know

56. Is your loved one's bathroom clean and free of odours?

- Yes
- No
- Not Applicable/Don't Know

57. 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?

- Yes
- No
- Not Applicable/Don't Know

58. Additional comments on laundry and housekeeping services:

59. Has your loved one had any personal items go missing in the last year, such as clothing?

Yes

No

Not applicable/Don't Know

2025 - Family/POA Satisfaction Questionnaire (A)

Environmental Services- Lost Items

60. Did they report the item missing immediately to staff?

- Yes
- No
- Not Applicable/Don't Know

If no, why not?

61. Is the item still missing?

- Yes
- No
- Not Applicable/Don't Know



2025 - Family/POA Satisfaction Questionnaire (A)

Please rate on a scale of 1 to 5

62. My overall experience with Victoria Village has been...

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

63. Does your loved one feel that Victoria Village provides a home-like environment/atmosphere?

- Yes
- No
- Not Applicable/Don't Know

Why or why not? Please explain:

64. Would you recommend Victoria Village Manor to a friend?

- Yes
- No

65. Is there anything else you would like to share or wish we covered in this survey?



2025 - Family/POA Satisfaction Questionnaire (A)

Parking Pass Draw!

Thank you for completing our survey! Would you like to be entered into a draw to win a free parking pass for Victoria Village?

If yes, please follow this link: www.surveymonkey.com/r/2025ParkingDraw

You will be directed to a screen where you may enter your name and contact information. A winner will be drawn Friday, July 25. Please note, this information will not be attached to your survey responses.