

Resident and Family Satisfaction

2026 SURVEY RESULTS



victoria
village

EXECUTIVE SUMMARY

Victoria Village is a vibrant seniors' community in the heart of Downtown Barrie providing person-centered care and accessible housing options. We strive to facilitate an individualized aging experience and provide fulfilling community living for all our residents. We are committed to continual improvement, particularly when considering the quality of care and services offered to the long-term care residents of Victoria Village Manor. To help achieve improved services and programs, a satisfaction survey is administered annually to long-term care residents and their families, friends, and/or designated decision makers. This survey helps to determine which aspects of life at Victoria Village Manor are most satisfying, and which might require further attention.

The survey is designed to touch on all programs offered by Victoria Village Manor. This includes administrative services, the quality of their care, recreational programs, contracted services, dietary services, environmental services, and their overall satisfaction.

The 2026 survey was administered from July 8 to July 22. All 127 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. At the close of the survey, 97 of the possible 161 surveys had been completed, for a response rate of 60%. This data was analyzed and used to determine both resident and family satisfaction with the offerings and care at Victoria Village Manor.

The results indicated that residents and their loved ones are particularly satisfied with the contracted services available, the customer service of administrative staff, the cleanliness, appearance, and security of the building, the privacy and dignity of the care received, and with how welcome they feel at recreation programs.

Areas identified as less satisfying, and thus being considered for concerted improvement efforts include:

- Communication between long-term care staff and residents
- The missing item reporting and investigation process, including final follow-up and communications
- The temperature and taste of the meals provided

Table of Contents

Executive Summary	0
Introduction	3
Methodology	4
Survey Design	4
Survey Administration	5
Response Rate	6
Data Interpretation	8
Satisfaction-Level Categories	8
Personal Information.....	10
Administrative Services	11
Quality Of Care.....	13
Ontario Health Quality Improvement Plan Question.....	15
Recreation	16
Additional Services	19
Dietary Services	21
Environmental Services	24
Overall Experience.....	26
Quality Improvement Plan.....	27
2027 Survey Recommendations	28
Conclusion	29
Appendix A	30
Resident Survey Revision List	30
Family/POAPC Survey Revision List.....	31
Appendix B	32
2026 Resident Satisfaction Survey.....	32
2026 Family/POAPC Satisfaction Survey	44

List of Tables

Table 1 : Number of Questions per Section.....	5
Table 2: Response Rate and Anonymity Rate	6
Table 3: Anonymity Rate.....	7
Table 4: Residents' Answers Representation	10
Table 5: Administrative Services.....	11
Table 6: Administrative Services (No Indicator of Satisfaction).....	11
Table 7: Reception (Family/POAPC Specific)	12
Table 8: Quality of Care	13
Table 9: Quality of Care (Resident Specific).....	14
Table 10: Ontario Health QIP Questions	15
Table 11: Race or Cultural Identity	16
Table 12: Religion or Spiritual Identity	16
Table 13: Recreation	16
Table 14: Recreation (No Indicator of Satisfaction).....	17
Table 15: Additional Services.....	19
Table 16: Dietary Services.....	21
Table 17: Dietary Services (Food Assessment)	22
Table 18: Environmental Services	24
Table 19: Overall Experience	26

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 past site of the Royal Victoria Hospital, 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 recreational 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 2026 satisfaction survey results aims to:

- (i) Identify the level of resident and family satisfaction with the care and services provided.
- (ii) Identify any trends in the level of resident satisfaction across specific demographic groups, and any differences between groups.
- (iii) Recommend specific areas for quality improvement.
- (iv) Use responses from the 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 designed 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

Survey Design

Three versions of the 2026 Satisfaction Survey were administered. One version was completed by residents, while two separate versions, A and B, were designed for loved ones or Powers of Attorney for Personal Care (POAPCs) to complete. 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 41 residents who were offered the Resident Satisfaction Survey themselves.

Both versions of the family survey were identical in content and design but were distributed separately to ensure accurate tracking of feedback reflective of each resident's opinion, either directly or indirectly through their designated contact. 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 their different perspectives. The resident survey had a total of 54 questions, while both family/POAPC versions had 55 total questions. Full details of survey modifications are available in Appendix A.

All surveys included demographic questions. Responses to these questions were optional and respondents were encouraged to leave these sections blank if they would like to remain anonymous. Questions asked included the residents' name, age, floor of residence, gender identity, race/ethnicity, and religious or spiritual identity. 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.

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 for most survey questions made 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 question responses) and qualitative insight based on written comments.

All three versions of the survey contained 8 main sections: Personal Information, Administrative Services, Quality of Care, Recreation, Additional Services, Dietary Services, Environmental Services, and Overall Satisfaction. The Administrative Services section of the Family/POAPC version of the survey contains questions regarding reception services, as well as a subsection on awareness of the Family Council and interest in participation. The Resident Survey included additional questions about care and dietary services based on day-to-day experiences that those not living in the long-term care home would have significantly less experience with (refer to Table 1).

Table 1 : Number of Questions per Section

	Resident	Family/POAPC
Personal Information	4	5
Administrative Services	5	8
Quality of Care	19	17
Recreation	7	7
Additional Services	3	3
Dietary Services	5	4
Environmental Services	6	6
Overall Experience	5	5
Total	54	55

The 2026 survey was modelled closely after the 2025 version to allow for year-over-year comparison. 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/stakeholders. All revisions to the survey were reviewed and approved by senior management, including the Chief Executive Officer, Director of Nursing, Director of Quality and Governance, and the Director of Resident and Family services. The Residents' and Family Councils were each consulted on survey content prior to administration.

Survey Administration

All survey content was created and administered using the online, web-based tool SurveyMonkey. 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 Director of Quality and Governance, were offered a paper copy at reception when visiting, or were contacted with the same information via a mailed letter. 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. Both groups received 3 follow-up reminders emails after the initial correspondence if sent the digital survey.

RESPONSE RATE

While Victoria Village Manor hosts 128 long-term care beds, only 127 residents were considered for survey collection as the newest resident was admitted during the survey period. Resident eligibility for the 2026 Satisfaction Survey was determined using previous Cognitive Performance Scale (CPS) scores, residents' observed abilities, and capable party status. Based on these criteria, the Director of Resident and Family Services and recreation staff identified 41 residents as capable of completing or attempting the survey. They were ultimately offered the survey either in person or as a paper copy, depending on the resident's preference. Of the 41 residents offered the survey, 37 chose to complete at least a portion of it, for a 90% resident response rate.

In family Group A, 85 loved ones were initially offered the survey, and 35 loved ones were offered it in Family Group B. Surveys for the families and POAPCs were distributed via email and mail, depending on their preferred communication method. Paper copies were also available at reception. One of the family members in Group B was removed from the communication list after the associated resident passed away and did not receive further survey reminders.

Table 2: Response Rate and Anonymity Rate

	Resident	Group A Family/POAPC	Group B Family/POAPC	Total
Response rate	90.24% 37 out of 41	52.94% 45 out of 85	43% 15 out of 35	60.25% 97 out of 161
Anonymity rate	40.54% 15 out of 37	8.89% 4 out of 45	20% 3 out of 15	22.68% 22 out of 97

Table 3: Response Rate Comparisons

	2024	2025	2026
Resident	77%	85%	90.24%
Family/POAPC	45%	44.5%	50%
Total	54%	56%	60.25%

The overall survey response rate in 2026 was the organization's highest since 2022. Importantly, in 2022, the survey was not offered to any of those loved ones who now fall into the category "Family B". The trend in increasing response rates, particularly from long-term care residents, is a promising sign that our data continually improves in its reflection of the greater stakeholder population each year.

This year, 40.5% of residents and 11.7% of families/POAPCs chose to remain anonymous and did not include their name in the survey (refer to Table 2). As a result, a total of 22.7% of all respondents chose anonymity, which represents a small rise compared to previous years. In 2025, 22% of participants kept their names confidential, and only 11% did in 2024 (refer to Table 4). The incremental increase in anonymity is particularly notable in the resident population.

Table 4: Anonymity Rate

	2024	2025	2026
Resident	23%	36.60%	40.54%
Family/POAPC	4%	11.30%	11.67%
Total	11%	22%	22.68%

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 added up and the proportion of respondents who answered positively was compared to the proportion who responded negatively. The results are expressed in percentage.

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

In most cases, “Not Applicable” responses were not included in the proportion of total responses. Any instance where “Not Applicable” options are reflected in the percent satisfaction score is noted below (indicated by **).

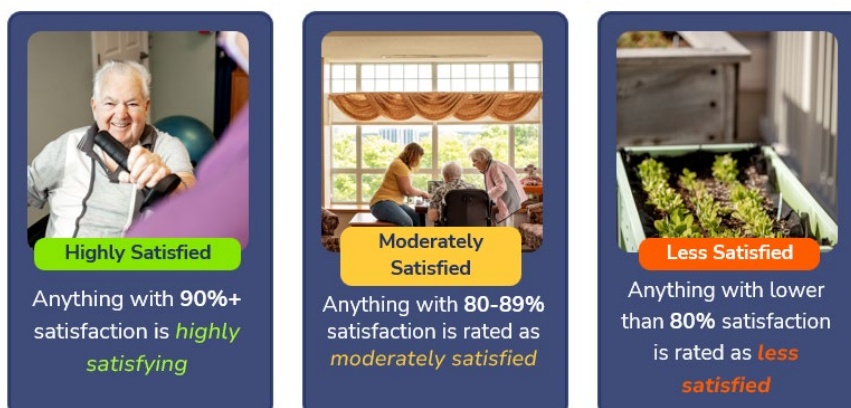
For question #25, reverse scoring was used. The satisfied response was taken to be “No”, which in this case would indicate that the resident has not received improper treatment. In this case, the number of “No” responses were divided by the total number of responses to the question.

Any question that is not scored with a binary Yes/No response used a Likert scale (ex. 5 response options, ranging from “Very Good” to “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 by the assigned numerical value, summing these products and dividing by the total number of responses for that question. This produces a single score that reflects the average, or overall, satisfaction

The questionnaire for residents and the questionnaires for family members/POAPCs contained similar questions, with slight modifications in wording to align with the unique viewpoints of residents and their families/representatives. To streamline the evaluation process, we will exclusively use the wording of the resident survey. This will allow the opinions of the resident, or their family/POAPC member, to be reflected in a more concise way.

Classifying Satisfaction Levels

All results were categorized into levels to quantitatively determine resident and family/POAPC satisfaction. To maintain consistency with the scoring from previous years and for this analysis, results are categorized as follows:



When visualizing changes in satisfaction scores across years, a difference of 5% or more was considered potentially meaningful. An increase in the satisfaction score from the previous year is identified with **green text** in the data tables, while **red** indicates a decrease from the previous year.

Some survey questions were designed to gauge interest in or awareness of certain aspects of life at Victoria Village Manor, but do not assess satisfaction. These questions are displayed differently in the data tables. While they still include a “score” that demonstrates the percentage of people interested or aware (ex. Percentage of families interested in joining Family Council), these scores are displayed in black and white, as they are not classified into high, moderate, or low satisfaction categories.

Comment boxes and open-ended questions throughout the survey allowed residents and family to add additional information about their experiences or to 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 the way they did.

PERSONAL INFORMATION

The answers provided in the Personal Information section allow for a representation of the respondents' demographics (refer to Table 5). However, due to the higher rate of anonymity among respondents, it is difficult to identify trends between different demographic groups and their satisfaction with any given program or service.

Table 5: Resident Demographic Information

Gender Identity		
	Resident	Family/POAPC
Woman	10	45
Man	10	15
Floor of Residence		
Windsor (3)	0	12
Kensington (4)	6	14
Buckingham (5)	7	16
Balmoral (6)	7	17
Age		
Under 50	0	0
51-65	1	1
66-75	1	6
76-85	5	21
Over 85	5	30

Additionally, the various answers to the racial or cultural identity question in the Recreation section made it difficult to create a clear table of the residents' representation. For example, many identified as Caucasian, while others identified as Canadian. Both individuals could mean that they are white and of Canadian origin, but their answers do not allow us to classify them under the same cultural identity (refer to Table 12). Similarly, the broad answers to the question about religious or spiritual identity in that same section make it difficult to categorize residents. Some identify with two denominations, and some identify with a religion but do not practise it (see Table 13).

In this report, no significant relationships can be established between resident demographics and their opinions. The survey anonymity rate was too high to reliably make such connections.

ADMINISTRATIVE SERVICES

This part of the questionnaire evaluated the degree of satisfaction with administrative-related services, such as residents' access to their trust funds, familiarity with the Residents' Bill of Rights, and education on emergency preparedness. Satisfaction with reception services is measured for families and POAPCs in this section.

This section of the survey was the same as in the previous year, with the addition of questions that were previously included in the recreation section regarding Residents' and Family Councils. For the family/POAPC edition, a distinct subsection was developed to gauge the Family Council's visibility and respondents' potential interest in joining the Council. A comment box was provided for respondents to leave their email address if they were interested in staying involved with Family Council and receiving regular updates. This question has different colour coding, because it is not a satisfaction assessment, but only a way for family and POAPC members to express interest in the Family Council.

These important questions were moved to the beginning of the survey, with the goal of increasing the response rates for these questions, as some respondents may only complete the first few pages of the survey. Both Council groups suggested that awareness of their group is an important piece of the survey. Moving the questions to the administrative section was a logical and strategic choice.

Table 6: Administrative Services

ADMINISTRATIVE SERVICES	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Are you able to access funds from your trust account when you choose to do so? 53 Yes, 1 No, 36 N/A	100	Consistent	96.55	9.88
Are you aware that the Residents' Bill of Rights exists? 88 Yes, 8 No, 0 N/A	80.56	7.59	98.33	8.13
RESIDENT SPECIFIC				
Do you know what to do in the event of a fire or other emergency? 29 Yes, 6 No, 0 N/A	82.86	-9.25		
Are you given the option to participate in the Residents' Council? 28 Yes, 4 No, 2 N/A	87.5	-3.41		
FAMILY/POA SPECIFIC				
Are you aware that we have an active Family Council? 54 Yes, 3 No, 0 N/A			94.74	1.13

Table 7: Administrative Services (No Indicator of Satisfaction)

ADMINISTRATIVE SERVICES (FAMILY/POA SPECIFIC)	Resident 2026	Resident Change	Family/POA 2026	Family/POA Change
Are you interested in attending future Family Council meetings? 7 Yes, 46 No, 0 N/A			13.21	-5.54

Data Analysis

We have observed a substantial rise in the confidence of family members and POAPC in the capacity of residents to access their trust accounts consistently. All residents confirmed their ability

to do so, as they did the year prior. However, this year, an encouraging 9.88% more family members and POAPCs expressed confidence in their loved ones' ability to do so, suggesting positive changes to this accessibility.

Residents' Bill of Rights awareness has significantly increased among loved ones and residents. This is promising, as this has been an area of focus for the recreation and administrative teams in previous years.

However, a significant decrease in knowledge about emergency procedures among residents revealed an area for focus in administrative services. While training and materials on emergency preparedness are made available to residents at admissions and through Residents' Council, one resident requested more detailed information on emergency response.

The slight decrease in awareness of the Residents' Council may be attributed to confusion among residents about its schedule: "I missed Residents' Council, [but] I wanted to attend." Others expressed they were unaware of the Council's contributions but might still be interested in participating.

Table 8: Reception (Family/POA Specific)

RECEPTION (FAMILY/POA SPECIFIC)	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Are you greeted by staff in a friendly and professional manner? 52 Yes, 0 No, 0 N/A			100	Consistent
Are the reception staff able to assist with your questions or concerns? 55 Yes, 0 No, 1 N/A			100	Consistent
If not, do they direct you to the appropriate person to address these questions or concerns? 34 Yes, 0 No, 17 N/A			100	Consistent

Reception services consistently achieve a 100% satisfaction rate across all three questions, indicating that no further quality improvement initiatives will be necessary if the staff can maintain their current level of service. Regarding reception services, comments included "Excellent; all reception staff are great," "my questions and issues, if any, have always been dealt with immediately," and "I feel welcomed and respected upon entering VVM."

QUALITY OF CARE

This section of the survey aims at evaluating the level of satisfaction with the quality of the care received by the residents of Victoria Village Manor. This includes questions assessing the areas addressed in the Residents' Bill of Rights, such as: *Every resident has the right to be treated with courtesy and respect; Every resident has the right to have their lifestyle and choices respected; and Every resident has the right to have their participation in decision-making respected.*

Table 9: Quality of Care

QUALITY OF CARE	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Are you happy with the care you receive? 84 Yes, 5 No, 0 N/A	91.18	-8.82	96.36	-3.64
Are changes to your care well communicated by the staff? 81 Yes, 9 No, 1 N/A	78.13	-19.17	96.55	-3.45
Are you involved (to the extent possible) in daily decisions about grooming? 69 Yes, 5 No, 13 N/A	93.33	-3.81	93.18	-1.69
Are you able to choose when you get up in the morning and when you go to bed at night? 55 Yes, 11 No, 25 N/A	84.85	-1.26	81.82	-0.32
If you have bathing preferences, are they accommodated? 66 Yes, 1 No, 21 N/A	100	8.82	97.3	0.42
Do you feel that you can accept or refuse care from the care staff? 69 Yes, 4 No, 16 N/A	96.67	-0.47	93.02	-3.95
Do staff treat you with respect and dignity? 90 Yes, 1 No, 0 N/A	96.97	-0.33	100	Consistent
Do staff provide adequate privacy when you spend time with visitors or loved ones? 87 Yes, 1 No, 0 N/A	96.67	-3.33	100	Consistent
Are you aware that a Palliative Care program is offered at Victoria Village? 79 Yes, 10 No, 0 N/A	72.41	5.74	96.67	5.00
Are you aware that an End-of-life care program is offered at Victoria Village? 78 Yes, 11 No, 0 N/A	75.86	19.98	93.33	1.66
Do you get an adequate amount of time with the nurse practitioner and the doctor? 56 Yes, 16 No, 15 N/A	58.06	-4.44	92.68	1.19
Are you satisfied with the medical care you receive from the nurse practitioner and the doctor? 83 Yes, 6 No, 0 N/A	86.67	6.67	96.61	0.78
Do your continence products prevent from leakage? 47 Yes, 7 No, 12 N/A	83.33	-6.67	90	-10.00
Do your continence products keep you comfortable? 57 Yes, 4 No, 5 N/A	92	-3	94.44	0.32
Do your continence products provide you with dignity? 63 Yes, 0 No, 3 N/A	100	10	100	Consistent

Data Analysis

Few indicators related to satisfaction with general care have decreased since last year. However, two significant drops can be observed when considering residents' overall happiness with the care they receive and the communication around their care plan. According to some feedback from family members and POAPC members, the issue may stem from these individuals often handling the logistics of their loved one's care plan. However, this does highlight the need for ongoing,

direct communication with the resident regarding their plan of care and changes that may be made to it, including things like medication, food texture, or schedule adjustments. One individual expressed, “Sometimes I feel like I’m the last one to know about changes.” Other family/POAPC members have voiced a desire for more regular updates.

Other aspects of care services have significantly improved in satisfaction. This includes the accommodation of bathing preferences, awareness of the availability of end-of-life and palliative care programs at Victoria Village, satisfaction with the nurse practitioner and doctor’s medical care, and the sense of dignity provided by the residents’ continence products.

However, the results regarding satisfaction towards continence products are not overall satisfactory. The ability to prevent leakage has decreased since last year’s survey. In previous years, both dignity and leakage were included in the same survey question. By separating the two, we can conclude that the products do preserve the dignity of the residents, but that this does not necessarily mean that they prevent leakage.

Similarly, resident satisfaction with medical care from the nurse practitioner and doctor does not dictate satisfaction with the amount of time spent with them. While the former increased this year, the latter decreased. These two questions were previously in opposite order and were rearranged this year to try and assess satisfaction with medical care independently from satisfaction with the amount of time spent with medical practitioners. This might explain the higher result in satisfaction with their medical care. Regarding satisfaction with medical care, respondents provided several comments regarding their gratitude for the nurse practitioner, and any dissatisfaction seems to lie with the doctor’s rapid pace. Comments included: “[The doctor] doesn’t make it clear that [they are] here,” and “we don’t get the chance to ask the doctor questions.”

Table 10: Quality of Care (Resident-Specific)

RESIDENT SPECIFIC	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Do staff provide adequate privacy when giving you treatment or care? 29 Yes, 1 No, 0 N/A	96.67	-0.50		
Within the past twelve months, you have not felt fearful of a staff member. 27 Yes, 4 No, 0 N/A	87.10	-7.49		
Within the past twelve months, staff have not used excessive force when providing care. 27 Yes, 3 No, 0 N/A	90	-4.29		
Within the past twelve months, staff have not inappropriately raised their voice at you. 20 Yes, 9 No, 0 N/A	68.97	-28.25		

In general, the satisfaction ratings of the residents were lower than those of the family/POAPC. In the case of the questions regarding unsatisfactory care, residents were asked whether, if they answered yes, the treatment was appropriate given the circumstances. For instance, if a resident said that a caregiver raised their voice to make sure the resident understood them, while this might lead to an initial negative response, the Research Assistant would clarify if the behaviour was appropriate given the context. The context and resident’s feelings about the care received would be clarified prior to recording the resident’s response, and in cases where there was unsatisfactory care, the Research Assistant alerted their supervisor and/or the appropriate department head. They would also affirm

to residents that they can report any improper care at any time and can not face retaliation for doing so. Based on the increase in the number of residents who have felt fearful of staff or that staff have raised their voices inappropriately in the past year, we will implement a facility-wide quality improvement plan addressing communication and customer service concerns.

Ontario Health Quality Improvement Plan Question

Long-term care establishments in Ontario must annually submit a Quality Improvement Plan (QIP) to Ontario Health. The plan includes an evaluation of two crucial factors: the resident's ability to communicate their opinions and their satisfaction with staff listening. These two questions are included in the annual survey and are structured to reflect the evaluation requirement.

The question regarding expression of opinions without fear includes a 5-point Likert response scale ranging from "Always" to "Never". The question rating staff listening includes a 1 to 10 rating scale, with the satisfaction rating reflecting the average score (ex. 79% would be an average rating of 7.9/10).

Table 11: Ontario Health QIP Questions

ONTARIO HEALTH QIP QUESTIONS	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Do you feel that you are able to express your opinions without fear of consequences? 78 Responses	84.38	-3.62	87.83	0.40
How would you rate how well the staff listen to you? 91 Responses	79.06	-7.75	90.51	4.88

The results of these questions further affirm that communication with residents should be an area of focus for the quality improvement plan. While a large number of the residents interviewed mentioned that they would speak up if they needed to, some residents expressed that they felt reluctant to do so, fearing potential repercussions. Our Research Assistant encouraged everyone raising this concern to share further information, assuring residents of their rights, protection from abuse and retaliation, and their safety in reporting any unsatisfactory treatment. All concerns were reported to the Director of Quality and Governance and the appropriate department manager(s). In most cases, incidents of raised voices or poor communication had already been addressed by the organization and with the staff member(s) involved. Enhancing communication between care staff and residents will be a key focus in Victoria Village Manor's Quality Improvement Plan (QIP) for the coming year.

RECREATION

The Recreation section of the survey aimed to analyze the level of satisfaction with spiritual care, programs, and events. This section began with two demographic questions, covering the residents' ethnic or cultural identity, and their religious or spiritual identity, if any. These questions were included to capture potential trends in satisfaction with recreational services based on individual identity.

Table 12: Race or Cultural Identity

RACE OR CULTURAL IDENTITY		
	Resident	Family/POAPC
Canadian	2	14
White/caucasian	0	14
English	0	4
British	0	1
Irish	1	1
German	1	3
Caribbean	0	1
Danish	0	1
Russian	0	1

Table 33: Religion or Spiritual Identity

RELIGIOUS OR SPIRITUAL IDENTITY		
	Resident	Family/POAPC
United	3	4
Jehovah's Witness	1	0
Roman catholic	1	3
Anglican	1	2
Protestant	1	6
Catholic	4	6
Presbyterian	1	1
Christian Pentecostal	1	0
Baptist	0	2
Christian	0	10
Salvation Army	0	2
Jewish	0	1
Spiritual	0	1

For questions about religious, spiritual, or culturally specific needs on both versions of the survey, we recoded "Not Applicable" responses into "Yes" responses (indicated by **). Not applicable responses indicate that residents are not experiencing any gaps in these offerings, regardless of what their needs may be, thus indicating that all needs they do have in that regard are met. Recoding these responses allows for the most accurate result for this question.

Table 14: Recreation

RECREATION	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
If you have any religious, spiritual, or culturally-specific needs, do you feel they are met? 39 Yes, 3 No, 40 N/A	93.55	-0.89	98.04	4.16
Are the programs and events of interest to you/do you enjoy the activities you attend? 72 Yes, 6 No, 9 N/A	80.00	-1.08	100.00	Consistent
RESIDENT SPECIFIC				
Do you feel welcome at the programs and events you attend? 30 Yes, 0 No, 3 N/A	100	Consistent		
FAMILY/POA SPECIFIC				
Are you made aware of the activities offered to your loved one? 50 Yes, 3 No, 3 N/A			94.34	4.98

Data Analysis

Results remained consistent with those from 2025, with most recreation services being highly satisfying. Resident interest in the programs offered remained only moderately satisfying, but comments can be used to help interpret this lower score and identify areas for improvement.

Unlike the survey in 2025, there is no obvious connection between the participants who expressed disinterest in the programs and events and their demographic information. However, a link between the two cannot necessarily be ruled out, as three of the six respondents who gave a negative response chose to remain anonymous.

Some resident and family responses indicated that it was not an issue of what kind of activities were offered, but rather a lack of interest in activities more broadly. Some residents mentioned preferring spending time independently, enjoying self-driven activities like puzzles, knitting, and watching programs on television.

A few individuals brought up the hurdle of capacity restraints in their responses. One stated, “[My loved one] does enjoy when she is taken, but she has a tendency to say “no” because she does not understand where she is going.” Another shared, “[My loved one has] limited mobility and [is] unable to do hands on [activities]”. One of the residents who addressed their mobility limitations mentioned they preferred and would be more likely to join in for intellectually stimulating activities.

In summary, all the interviewed residents confirmed that they felt welcome at the programs and events that they did attend, and the vast majority are happy with the offerings. Family members and residents are also very appreciative of the extensive range of religious and spiritual support, which is inclusive of various beliefs.

Additional Questions

In addition to our satisfaction survey, we asked our residents and their families/POAPC representatives if they were interested in attending educational sessions at the residence. These sessions are currently offered on a regular basis, but with a low to moderate attendance rate. By asking this question, we sought to gauge whether there was a continued interest in these sessions among our members, and if so, what topics might be of greater interest to them.

Table 15: Recreation (No Indicator of Satisfaction)

RECREATION	Resident 2026	Resident Change	Family/POA 2026	Family/POA Change
Would you be interested in attending educational sessions with community groups?	58.06	-1.94	16.07	-11.01
27 Yes, 60 No, 0 N/A				

When asked about a potential topic of interest for the residents, many of them expressed a strong interest in a Barrie Police session. They expressed particular interest in “phone call awareness” and “help with scam artists”.

Some individuals in the community, specifically those facing particular health issues or sensory deficits, have expressed a desire to have a community member come and talk about awareness related to their conditions. One of the residents who feels misunderstood by peers believes that

“discussing how the housemate deals with it” can help them feel more understood. Two residents proposed that we arrange an educational event on visual impairment, potentially including Canadian National Institute for the Blind (CNIB)-trained dogs.

Despite the low interest rate overall, residents who expressed interest were quite engaged and offered many ideas. Interestingly, four of the six residents who initially expressed disinterest in our programs and events were actually interested in attending educational sessions. Considering this trend and previous discussions, we can conclude that ongoing opportunities for intellectual involvement may enhance satisfaction for these residents.

Family/POAPC members expressed an interest in learning more about Alzheimer’s, as well as knitting and crocheting. One of them also mentioned that education about the local area might be relevant if residents are looking to go out more often, in the few cases where residents are permitted to leave for unattended outings.

Additional Comments

Residents and Family/POAPC members included many activity suggestions in the comments of the recreation section. Some residents expressed a desire for more mentally stimulating activities, such as chess and euchre. Others suggested activities such as darts and dance shows. Most comments were requests for more frequent activities already included in the program, such as bingo, puzzles, ice cream activities, and outings. There was a marked interest in continued use of the outdoor space onsite and in the neighbourhood. These comments all pointed toward general satisfaction with our current offerings and programming.

ADDITIONAL SERVICES

A wide range of services are offered to residents at Victoria Village Manor. The additional services section of the survey, originally part of the recreation section, has been separated out to independently evaluate the satisfaction with different additional or contracted services offered to the residents.

Before analyzing the results, a list of every resident using the different services in the last 12 months was collected from service providers and health records. This process was intended to filter out answers related to use prior to the last year or from those who may not have actually made use of various services. In cases where a resident or a family/POAPC did answer the question, they were recoded to “Not Applicable” if they were not included on the service providers list. Any rating that has been impacted by this process has been identified with an asterisk.

With the exception of the initial question, evaluating knowledge of social work services, all subsequent questions were structured as follows: “If you have used the following service in the last year, have you been satisfied with your experience,” offering three potential responses: “Yes, I was satisfied with the service”, “No, I wasn’t satisfied with the service,” or “I am not using this service.” The last option is categorized as “Not Applicable” in the data analysis.

A question regarding awareness of social work services was included in both the 2024 and 2025 editions of the survey. This question was retained to measure the impact of the recent introduction of this service provider. However, it has now been determined by senior leadership that this particular question is likely no longer necessary for satisfaction analysis. The justification for this is that social work services are provided on a referral basis. Therefore, if it is found the service is not necessary, there is no need for the resident or their family to be informed about social work services beyond admission and their initial goals of care conversations. Victoria Village Manor uses the resident’s satisfaction with the social worker experience as the key metric for evaluating satisfaction with social work services.

Table 16: Additional Services

ADDITIONAL SERVICES	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Are you aware that Victoria Village offers social work services? 57 Yes, 28 No, 0 N/A	62.96	-1.74	68.97	-12.66
If you have used the social worker services, have you been satisfied? 25 Yes, 0 No, 42 N/A	100.00	Consistent	100.00	Consistent
If you have used the hair salon, have you been satisfied with your experience? 73 Yes, 3 No, 11 N/A	96.00	Consistent	96.08	-3.92
If you have used the physiotherapy services, have you been satisfied ? 43 Yes, 2 No, 29 N/A	95.65	-0.18	95.45	2.59
If you have used the functional rehabilitation services, have you been satisfied ? 17 Yes, 2 No, 49 N/A	N/A	NEW	94.12	NEW
If you have used the foot care services, have you been satisfied with your experience? 71 Yes, 3 No, 10 N/A	92.31	-4.24	97.92	-2.08
If you have used the dental care services, have you been satisfied with your experience? 31 Yes, 1 No, 44 N/A	100.00	36.37	*96	13.43

Data Analysis

The appreciation for the social worker's services from both residents and family/POAPC members is undeniable, both in their satisfaction scores and their related comments. A decline in awareness of these services does not appear to impact satisfaction and could be an indicator that Victoria Village residents tend to have a relatively satisfactory quality of life. The social worker often intervenes during difficult periods for residents, which they may choose to keep private from their loved ones. Occasionally, a small number of meetings may be sufficient, leading some residents to quickly forget about using social work services.

The additional services offered at Victoria Village are highly satisfying on the whole, with no significant decreases in satisfaction. The few respondents who were dissatisfied with a service didn't often comment on their experience, making it hard to develop specific action plans. In some cases, comments were connected to personal preferences from the resident or their loved one, making it easy to come up with a more personalized resolution to any issues.

The most significant change in satisfaction was related to the dental care services onsite. Satisfaction went up dramatically, seeing an increase of 36.37% for residents and of 13.43% for family/POAPC members.

Additional Comments

The feedback on the additional services section included a few general concerns and suggestions for new services, such as "swimming" and "optometry."

Some residents have expressed their unfamiliarity with the services offered at Victoria Village. In some instances, family members have taken their loved ones outside of the Village to receive care from alternative providers. In other cases, a resident may not be eligible or registered for a particular service for a variety of reasons, which could explain their unfamiliarity with the services offered.

DIETARY SERVICES

The survey includes a section on dietary services, targeting satisfaction with things like the meals provided, the dining experience, and services from the registered dietitian(s). This section uses a mix of questions with binary response options (“Yes” and “No”) and 5-point Likert scales, ranging from “Very Good” to “Very Poor”. All three resident-specific questions outlined in Table 17 used the latter, and satisfaction was judged using a weighted average.

To gain a deeper understanding of satisfaction with dietary services, we included open-ended questions in this section of the annual survey. In the previous year, we asked residents to share their favourite and least favourite meals. Due to the wide range of meals mentioned in this question last year and the regular consultation of Residents’ Council and a resident Food Council on the menu, the open-ended questions this year aimed to assess different aspects of the dining experience. These two open-ended questions were: “Do you have any feedback regarding meal quality?” and “Do you have any feedback on the meal service experience?” Following discussions with management and the food services department, we have established that assessing the dining room experience, beyond things like food temperature and taste, might be as important in understanding satisfaction as the quality of the meals themselves. The atmosphere, company, and timing of meal services are some of the factors that were considered as potential ideas to prompt residents for feedback on this question.

Table 17: Dietary Services

DIETARY SERVICES	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
What is your overall opinion of the food that you receive? 79 Responses	69	-2.15	78.85	0.85
If you have used the registered dietitian’s services, have you been satisfied with your experience? 15 Yes, 1 No, 53 N/A	100.00	NEW	90.00	NEW
RESIDENT SPECIFIC				
How would you rate the taste of the food? 34 Responses	67.65	-4.14		
How would you rate the visual appeal of the food? 28 Responses	73.57	4.92		
How would you rate the temperature of the food? 35 Responses	64.57	0.98		

Data Analysis

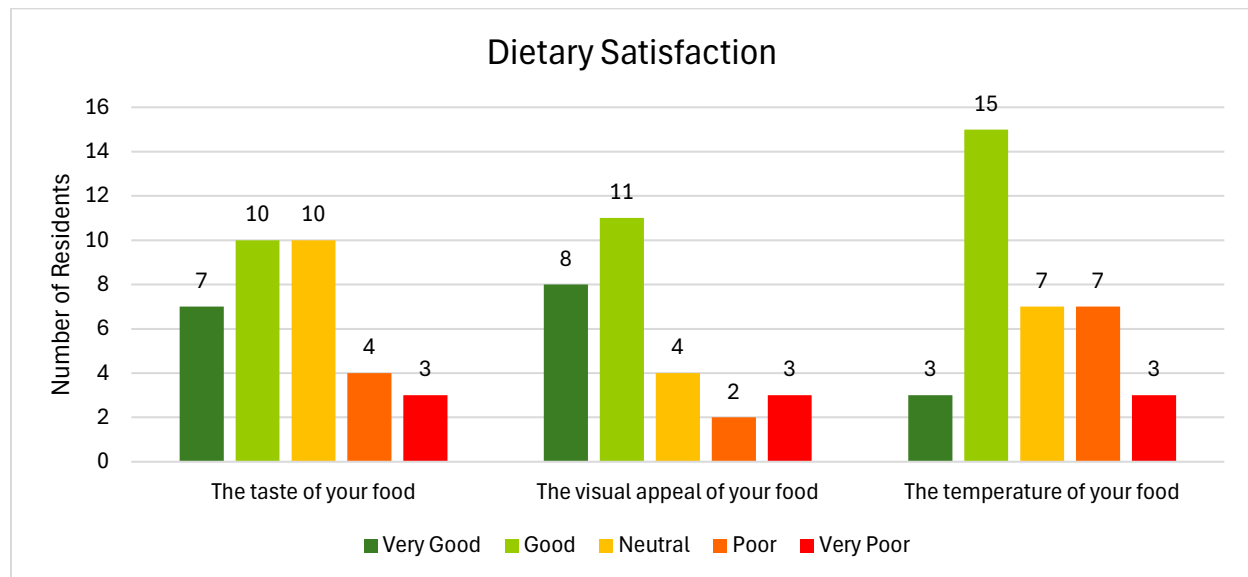
One of the new questions added to the 2026 survey was regarding satisfaction with the dietitian’s services, structured similarly to those questions about additional/contracted services. Residents and family/POAPC members were very happy with this service, with only one concern raised, specific to a dietary restriction and which the dietary department has already addressed.

Although the family/POAPC satisfaction score regarding the meal experience of their loved ones rose slightly, it remains at a moderate to highly satisfying rating. Respondents to this survey did express positive comments about the food services at Victoria Village, saying “we are pleased with the food quality,” “[I am] very satisfied with the food quality,” and “my [loved one] has always

raved about the meals served at VV.” Another mentioned that satisfaction varies from time to time, saying that her loved one “enjoys 90% of the food being served.”

Table 18 outlines the questions that only resident respondents were asked regarding meal service. Satisfaction remained relatively consistent when considering the weighted average, but some differences can be observed when considering the strength of residents’ opinions (ex. “Good” versus “Very Good”).

Table 18: Dietary Services (Food Assessment)



The issue of consistency was raised by many residents interviewed. They mentioned that the temperature of the food may depend on the meal, the menu item, or even the staff person working. Residents recognized that “sometimes it’s really good, but sometimes it’s cold,” and that “[the staff are] trying really hard” to maintain consistent and quality meal service, especially in relation to temperature, but this remains a challenge.

Difficulty with reaching high satisfaction levels when it comes to meal service is due, in part, to varying preferences. Despite ongoing consultation of the food committee, and of residents generally, on each menu, many comments suggested that they “don’t like the changes...made to the menu”, with one resident stating they believe that residents of long-term care “are traditional in our meals,” and thus don’t like experimentation on the menu. The dissatisfaction with the updated menu may explain the small decline in the “taste of the food” rating. However, when changes are made to the menu, it is typically because other residents have been asking for this innovation or for newer dishes. It seems impossible to satisfy everyone; some residents request “more flavours” and “more spices,” while others request “dishes without onions or spices” due to digestive issues. It appears that the introduction of new menu items has led to an improvement in the visual appeal of the meals, but a decline in their taste.

The new open-ended question regarding the meal service experience raised some additional considerations for improving dietary satisfaction. According to feedback we received, the meal

service can take a while, and in some cases, residents feel they must wait for an extended period of time. In addition, many residents have spoken about the importance of conversation in the dining room. In some cases, the opportunity to chat, or its absence, seems to affect the residents' satisfaction with their meal: "There are a couple of people I'm having meaningful conversations with while [eating]." Some mentioned that they had a "good time" at dinner, while others expressed a desire to change seating partners so they could build these kinds of tablemate relationships. In cases where identities were known, prompt action was taken. Although no questions concerning seating arrangements were included in the survey, the comments of the residents indicate a correlation between seating arrangements and satisfaction with the meal service experience. One might also consider the potential influence of satisfaction with meal service on the overall food or dietary service experience.

ENVIRONMENTAL SERVICES

This section contains questions designed to measure satisfaction with environmental services, such as housekeeping, grounds maintenance, and laundry. In the past, we have asked various questions about laundry services to uncover the underlying cause of missing item concerns, which tends to drive any identified dissatisfaction. Our previous reports indicated a variety of potential explanations, including failure to report items, items becoming damaged or lost through laundering, or items being misplaced when being brought back to the units. This year, a new question was developed to assess satisfaction with Victoria Village's handling of the disappearance of personal clothing items. Other questions in this section are based on previous surveys.

Table 19: Environmental Services

ENVIRONMENTAL SERVICES	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
Are you satisfied with the general appearance of the home and grounds? 84 Yes, 3 No, 0 N/A	91.67	-5.47	100.00	2.04
Is your room clean and free of odours? 86 Yes, 3 No, 0 N/A	97.22	2.48	96.23	0.31
Is your bathroom clean and free of odours? 83 Yes, 4 No, 3 N/A	91.18	-2.94	98.11	2.28
Are you aware of the procedure for bringing new laundry items to Victoria Village? 86 Yes, 1 No, 1 N/A	96.77	9.93	100.00	2.04
If you had any clothing items go missing in the last year, have they been returned or replaced? 19 Yes, 25 No, 48 N/A	29.41	NEW	51.85	NEW

Data Analysis

The satisfaction rate regarding the return and/or replacement of missing laundry items remains quite low. Fortunately, all other areas covered in the environmental services section of the survey received very positive scores and were found to be highly satisfying.

The most significant change in environmental services satisfaction was residents' satisfaction with the general appearance of the home and grounds, with a decline of 5.47% compared to last year's survey. Three respondents expressed dissatisfaction, commenting that "I am not happy with the dining room, [it is a] messy area on the fourth floor." Another wrote that "The outside is not levelled out between the bricks and concrete, [but] the inside is ok." The third complained about "cigarette butts outside." This feedback directs our attention to tangible areas that could be improved, such as our outdoor environment. Repairs to the outdoor concrete spaces was ongoing during the period of survey administration.

While the satisfaction with bathroom cleanliness remained quite high, two out of three residents who were dissatisfied with this element of environmental services were in shared rooms, meaning they have a roommate. The third respondent remained anonymous. This suggests a potential relationship between satisfaction with the bathroom environment and the type of resident accommodation.

Additional Comments

In the comments for this section, residents and family/POAPC members tended to highlight three key areas of concern related to the laundry services: missing items, misplaced items, and the aesthetic appeal of laundered clothing. Comments tended to note both positive and negative aspects of the laundry process and services, saying “some [items have] been returned, but a pair of pants is still missing,” “every so often I find blankets are missing and it takes a few days to return” and “we are still looking for one item.”

Frequently, misplaced items are eventually found. Occasionally, they are mistakenly left in the laundry room for an extended period. Other times, they may be lost and are never recovered. However, it seems that most times when laundered items are misplaced it is due to them being improperly put away: “sometimes it is retrieved in my roommate’s stuff,” “I have found some of [another resident’s] clothes in my closet,” “they placed other residents’ items in my closet.”

Regarding the condition of clothing after returning from the laundry, some people praised the department’s “excellent job”, but others expressed concerns. This includes bleach marks or general damage to clothing. In that case, Victoria Village typically replaces the item, so long as it is reported in a timely manner. Two residents brought up the issue of wrinkles in their clothing, making them feel uncomfortable. One of them suggested providing a designated ironing station with staff assistance for residents’ use.

There were many positive comments regarding the cleanliness and appearance of the Home, including “rooms are kept very clean and tidy,” “they do an excellent job,” and “[my loved one] tells me the housekeeping and laundry services are great.” Many residents also highlighted the good work and positive impact of specific laundry and housekeeping staff.

OVERALL EXPERIENCE

The final section of the satisfaction survey explored the overall satisfaction of those served by Victoria Village Manor. The responses to these questions are shaped by the contributions of every department and area of service in the organization. This section helps to gather a comprehensive overview of the happiness levels of the residents and their families/POAPCs without focusing too closely on any particular aspect of our offerings.

Table 20: Overall Experience

OVERALL EXPERIENCE	Resident 2026	Resident Improvement	Family/POA 2026	Family/POA Improvement
How would you rate your overall experience at Victoria Village Manor? 85 Responses, 14 N/A	77.10	-1.28	88.63	-0.12
Do our security measures make you feel safe and protected in the home? 78 Yes, 2 No, 2 N/A	96.55	-3.45	98.04	0.08
Do you feel that Victoria Village provides a home-like environment/atmosphere? 56 Yes, 14 No, 12 N/A	66.67	-20.17	91.89	-3.46
Would you recommend Victoria Village Manor to a friend? 77 Yes, 56 No, 0 N/A	83.87	-13.27	100.00	Consistent

Data Analysis

Interestingly, the responses to these questions appear to be lower than the satisfaction ratings found in the rest of the questionnaire. There are many possible explanations, such as the order of the questions (this section coming immediately after a more dissatisfying survey section), and the presence of one or two elements that seemed to come up repeatedly and colour general satisfaction for respondents. While families and POAPCs remained highly satisfied with Victoria Village, residents were less satisfied across the board, and particularly when considering whether the organization feels like home.

Many residents mentioned that their negative score was because “it’s not my home” or that “they try [to make it home]”, but that “it’s just not the same.” A few respondents mentioned specific home-like elements that they cannot have in a long-term care home. The term “home” seems to hold a particular emotional resonance for our residents. We aspire to foster a sense of belonging and comfort in our community as much as possible. While a sense of home is important, there may be other ways to ask this question while still capturing what is and is not possible for the long-term care home to provide those who long to return to their “home”.

Recognizing the importance of a robust quality improvement plan, Victoria Village Manor’s leadership team is committed to enhancing the overall satisfaction of our residents and families.

QUALITY IMPROVEMENT PLAN

Administrative Services

- Increasing the frequency of reminders and training sessions to improve the knowledge of emergency response procedures among residents.

Quality of Care

- Improve staff-to-resident communication:
 - Increase communication about care plan changes with the residents, regardless of if they are the decisionmaker.
 - Enhance staff training on customer service expectations and appropriate boundaries to foster a safe and inclusive environment:
 - To reduce fear of staff
 - To increase satisfaction with staff listening to residents
 - To increase the feeling that residents can choose or refuse care from the staff
- Seek ways to increase satisfaction with medical practitioners, including with their time spent with residents.
 - Suggestions include setting clear expectations of physician availability, more clearly identifying the nurse practitioner(s) as medical professionals (ex. Wearing a white coat).

Recreation

- Consider holding increased “men’s group” programs, covering topics like hunting, fishing etc.
- Look into highlighting impairment and disability education sessions for residents/families so they can more comfortably and confidently interact with their community (Alzheimer’s awareness, CNIB, etc.).

Additional Services

- Continue auditing the preferences and satisfaction of residents and their families/POAPC members before and after receiving services.

Dietary Services

- Continue installation of plate warmers in the unit serveries to improve food temperature at time of service.
- Continue seating residents with co-residents with whom they can have positive relationships or can meaningfully converse.
- Continue the discussion at the Residents’ Council and share ongoing quality improvement plans with each menu.

Environmental Services

- Review and update procedure for reporting, tracking, and closing any cases of missing or damaged laundry items.

2027 SURVEY RECOMMENDATIONS

Personal Information

- Consider limiting the survey to these 4 questions, without the religious or cultural identity questions, as those were too varied to use in analysis of results.
- Consider capturing, along with floor, whether residents are in a hared or private room.

Administrative Services

- Consider adding a comment box or multiple-choice options for question 5, regarding emergency procedures. Most residents discuss what they think they should be doing instead of providing “yes” or “no” responses.

Quality of Care

- Consider removing question 12, regarding decisions about grooming, as it may not be relevant for capturing satisfaction and tangible quality improvements.
- Consider capturing room type with question 13, as those most dissatisfied with their sleep scheduled were those in shared rooms.
- Consider removing any questions that are less tangible or consistently receive high ratings to shorten the Care section.
- Consider removing questions 21 and 22 (palliative and end-of-life care) as they measure awareness but not satisfaction.
- Revise questions 23 and 24, as residents generally feel that they do not spend enough time with the physician, but they are generally content with the quality of care provided.

Recreation

- Consider removing questions 29 and 30, since residents questioned their relevance in the satisfaction survey.

Additional Services

- Remove functional rehabilitation services, since it is often misinterpreted as physical therapy by residents.
- Consider including pictures of the service providers, as some residents may not know which service provider is being referred to by name alone.
- Consider removing question 36, awareness of social work, as access to the service requires a referral. Therefore, residents who don’t use the services of a social worker may not be aware that they are available.

Dietary Services

- Consider removing or rewording question 40 for lack of relevance and potential redundancy.
- Consider removing question 43. Most of the respondents do not use the service, and the ones who do are satisfied.

CONCLUSION

Overall, the results of the 2026 Resident and Family/POAPC Survey indicate continued satisfaction across all programs and services. With 60% of those offered the chance to complete the survey choosing to do so, the people served by Victoria Village have given a strong mandate to the organization to continue with many of its satisfactory practices, as well as indications of where work should be done to improve the long-term care experience.

Administration

Consistent with results of previous surveys, our reception team received exceptional results, proving to be undeniably highly regarded by and efficient with loved ones. However, one area for further consideration is ensuring ongoing education for residents on emergency procedures.

Quality of Care

Both residents and families continued to rate the quality of their care highly overall. Families were especially satisfied with the privacy and dignified care offered by our staff. In the results of the survey, as well as in comments from both residents and families, communication was identified to be less satisfying. These results signal that customer service and communication standards should be a priority for future staff training and quality improvement initiatives.

Recreation

Most of those surveyed provided praise for the recreation team and their programming. A significant number of program suggestions were received, and satisfaction remained overall consistent.

Additional Services

The contracted services offered by Victoria Village were found to be increasingly satisfying to those who use them. The largest increase in satisfaction was with dental care services, pointing toward the efficacy of past quality improvements that were made in response to the survey.

Dietary Services

Dietary services provided a level of satisfaction consistent with previous years, with food taste and temperature highlighted as two areas for quality improvement. A question new to the survey this year revealed that nearly all those who have used services from the dietitian were satisfied. Most comments received by the department specified meal or ingredient preferences, as well as particular instances of unsatisfactory food temperatures.

Environmental Services

Residents and loved ones remain highly satisfied with the look, cleanliness, and safety of the long-term care home. While awareness of the clothing labelling process increased this year, the rate of missing laundry items being returned or replaced remained low.

APPENDIX A

The following are significant changes made to the 2026 version of the survey. A complete question list will follow. The list of Family/POAPC Survey revisions contains only alterations that are not already included in the Resident Survey revision list.

RESIDENT SURVEY REVISION LIST

Personal Information

- Moved questions 5 and 6 to the Recreation section: The goal was to shorten the length of the demographic section and to tie into the question about religious and culturally specific needs.
- Removed question 7: Victoria Village offers services in English primarily and has already identified instances where residents would prefer to speak another language, therefore, the relevance of this question for quality improvement was not justified.
- Wording of question 4: Added the word “identity” for inclusivity.

Administrative Services:

- Moved question 37 (Recreation section) to Administrative Services section (question 8).

Quality of Care

- Reworded question 17: From “...care from your PSW” to “...care from the care staff.”
- Reworded question 19: From “Do you feel staff treat you...” to “Do staff treat you...”
- Removed questions 20 to 22 for lack of possible outcome with answers collected and broader terms that didn’t prone to concrete possible actions.
- Flipped questions 28 and 29 to capture the satisfaction of the care, independent of concerns related to the amount of time spent with the practitioners.
- Wording of question 29: From “Do you feel you get enough time...” to “Do you get an adequate amount of time...”
- Merged questions 30 to 32, becoming: “Within the past twelve months, have you experienced any of the following challenges...”
- Merged questions 35 and 36, becoming: “Do your continence products...”
- Divided question 36: “Do [they] keep you comfortable?” and “Do [they] provide you with dignity?”, as there isn’t a direct correlation between comfort and dignity.

Recreation

- Flipped questions 39 and 40 to capture the interest of programs and events, independent of the sentiment of feeling welcomed.
- Added examples of recent educational sessions (question 41): “Barrie police, spiritual/cultural groups, etc.”

Additional Services (previously Wellness Services)

- Created an independent section for Additional Services. Previously, additional services were referred to as wellness services.
- Wording of question 43: from “Are you aware that social work services are available for you?” to “Are you aware that Victoria Village offers social work services?”
- Merged questions 44 to 49, becoming: “If you have used the following services in the last year, have you been satisfied with your experience?”
- Added all providers’ names.
- Added functional rehabilitation as one of the additional services (with the recreation staff).

Dietary Services (previously Food Services)

- Merged questions 51 to 53, becoming: “How would you rate...”
- Flipped questions 51 and 52 to capture the visual appeal of the food, independent of the taste of the food.
- Removed questions 54 and 55 for lack of relevance for quality improvement.
- Added question 42 to capture the meal service experience in addition to the food itself.
- Added question 43 to evaluate the registered dietitian services.

Environmental Services

- Moved question 58 (Environmental Services) to the Overall Experience section.
- Condensed questions 64 to 66 to: “If you had any clothing items go missing in the last year, have they been returned or replaced?”
- Removed Lost Items section: All relevant questions were included in the general Environmental Services section.

FAMILY/POAPC SURVEY REVISION LIST

Personal Information

- The Family Council section was created after the Personal Information section, which included questions 36 and 37 (originally in the Recreation section).

Administrative Services

- Removed question 12 because of its lack of relevance and its tendency to cause unwanted emotions.

Dietary Services (previously Food Services)

- Changed answer options to question 51: Very Poor to Very Good rating became a 1 to 10 rating to allow accurate comparison between family and residents’ answers.

APPENDIX B

2026 Resident Satisfaction Survey

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. We want you to share with us what we are doing well, and what we can 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.

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?

☐ 50 or under

☐ 76-85

☐ 51-65

☐ 86 or over

☐ 66-75

3. What floor do you live on?

☐ 3 (Windsor)

☐ 4 (Kensington)

☐ 5 (Buckingham)

☐ 6 (Balmoral)

4. What is your gender identity?

☐ Man

☐ Woman

☐ Other (please specify)

Administrative Services

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

- ☐ Yes
☐ No

6. 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

7. 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

8. The **Residents' Council** is a group formed of Victoria Village residents who meet **monthly** to discuss ideas, concerns, and voice their opinions. Are you given the option to participate in the Residents' Council?

- ☐ Yes
☐ No
☐ Not applicable/Choose not to attend

9. Additional comments regarding administrative services:

Quality of Care

10. Are you happy with the care you receive?

☐ Yes

☐ No

If no, why not?

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

☐ Yes

☐ No

If no, how could they improve?

12. 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?

13. 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?

14. 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?

15. Do you feel that you can accept or refuse care from the care staff?

- ☐ Yes
☐ No

If no, why not?

16. 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?

17. Do staff treat you with respect and dignity?

- ☐ Yes
☐ No

If no, why not?

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

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

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

- ☐ Yes
☐ No

If no, please elaborate:

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

- ☐ Yes
☐ No
☐ Not applicable

If no, please elaborate:

21. 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

22. 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

23. Do you get an adequate amount of time with the nurse practitioner (Jennie)/doctor (Dr. McConvey)?

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

If no, please elaborate:

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

- ☐ Yes
☐ No

If no, please elaborate:

25. Within the past twelve months, have you experienced any of the following challenges?

	Yes	No
Have you felt fearful of a staff member?	☐	☐
Have staff ever used excessive force when providing care?	☐	☐
Have staff inappropriately raised their voice at you?	☐	☐

If you answered yes to one or multiple challenges, please elaborate:

26. Additional comments regarding quality of care:

27. Do you wear or use continence products?

- ☐ Yes
☐ No

Continence Product Satisfaction

28. Do your continence products...

	Yes	No	Not Applicable/Don't Know
Prevent leakage?	☐	☐	☐
Keep you comfortable?	☐	☐	☐
Provide you with dignity?	☐	☐	☐

Please elaborate on your answer:

Recreation

29. What is your race, ethnicity, or cultural background identity?

30. What is your religious or spiritual identity?

31. 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?

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

- ☐ Yes
- ☐ No
- ☐ I do not attend events/programs

If no, why not?

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

- ☐ Yes
- ☐ No

If no, why not?

34. Would you be interested in attending educational sessions with community groups? (e.g. Alzheimer's Society, Barrie Police, spiritual/cultural groups, etc.)

- ☐ Yes
- ☐ No

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

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

Additional services

Additional services are offered at Victoria Village. Please answer the following questions about your experience with these services. If you have not used the service in question in the last 12 months, select "I am not using this service" and move on to the next question.

36. Are you aware that Victoria Village offers social work services (Elaine - Social Worker)?

☐ Yes

☐ No

37. If you have used the following services in the last year, have you been satisfied with your experience?

	Yes, I was satisfied with the service	No, I wasn't satisfied with the service	I am not using this service
Social work (Elaine)	☐	☐	☐
Hair salon (Michelle)	☐	☐	☐
Physiotherapy (Meena, Valentina)	☐	☐	☐
Functional rehabilitation (Recreation staff in the gym)	☐	☐	☐
Foot care (Jackie)	☐	☐	☐
Dental care (Toothpicks)	☐	☐	☐
Massage therapy (Kari)	☐	☐	☐

Tell us more about your experience with one or multiple of the additional service(s):

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

Dietary Services

39. How would you rate...

	Very good	Good	Neutral	Poor	Very poor
The taste of your food	☐	☐	☐	☐	☐
The visual appeal of your food	☐	☐	☐	☐	☐
The temperature of your food	☐	☐	☐	☐	☐

Please elaborate on your answer:

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

1 (Completely Dissatisfied)	5 (Neutral)	10 (Completely Satisfied)
☐	☐	☐

41. Do you have any additional feedback regarding meal quality?

42. Do you have any feedback on the meal service experience?

43. If you have used the registered dietitian's (Joanne's) services in the last 12 months, have you been satisfied with the experience?

- ☐ Yes, I was satisfied with this service
- ☐ No, I wasn't satisfied with this service
- ☐ I am not using this service

Tell us more about your experience with this service:

Environmental Services

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

- ☐ Yes
☐ No

If no, why not?

45. Is your room clean and free of odours?

- ☐ Yes
☐ No

46. Is your bathroom clean and free of odours?

- ☐ Yes
☐ No
☐ Not applicable

47. 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

48. If you had any clothing items go missing in the last year, have they been returned or replaced?

- ☐ Yes
☐ No
☐ Not applicable

49. Additional comments on laundry and housekeeping services:

Please rate on a scale of 1 to 5

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

Poor

Fair

Good

Very Good

Excellent



51. Do our security measures make you feel safe and protected in the home?

☐ Yes

☐ No

If no, why not?

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

☐ Yes

☐ No

Why or why not? Please explain.

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

☐ Yes

☐ No

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

Thanks for completing our survey. We appreciate your time and feedback!

2026 Family/POAPC Satisfaction Survey



2026 - 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. We want to know what we are doing well, and what offerings and services we can 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 22, 2026. 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.

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.

2026 - 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?

- | | |
|-----------------------------------|----------------------------------|
| ☐ 50 or under | ☐ 76-85 |
| ☐ 51-65 | ☐ 86 or over |
| ☐ 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)

2026 - Family/POA Satisfaction Questionnaire (A)

Family Council

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.

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

- ☐ Yes
- ☐ No

7. 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):

2026 - Family/POA Satisfaction Questionnaire (A)

Administrative Services

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

- ☐ Yes
☐ No
☐ Not Applicable

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

- ☐ Yes
☐ No
☐ Not Applicable

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

- ☐ Yes
☐ No
☐ Not Applicable

11. 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

12. 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

13. Additional comments regarding administration/reception:

2026 - Family/POA Satisfaction Questionnaire (A)

Quality of Care

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

☐ Yes

☐ No

If no, why not?

15. Are changes to your loved one's care adequately communicated to you? (e.g. updates, medication changes, etc).

☐ Yes

☐ No

☐ Don't know/Not applicable

If no, how could they improve?

16. 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?

17. 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?

18. 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?

19. Do you feel that your loved one can accept or refuse care from the care staff?

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

If no, why not?

20. Do you feel that your loved one can express their opinions without fear of consequences?

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

If no, why not?

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

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

If no, why not?

22. 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)	<input type="text"/>
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23. Do staff provide adequate privacy when you visit/spend time with your loved one?

- ☐ Yes
- ☐ No
- ☐ Not applicable

If no, please elaborate

24. 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

25. 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

26. Do you/your loved one get an adequate amount of time with the nurse practitioner/doctor?

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

If no, why not?

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

- ☐ Yes
- ☐ No

If no, why not?

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

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

- ☐ Yes
☐ No
☐ Don't Know

Continence Product Satisfaction

30. Do your loved one's continence products...

	Yes	No	Not Applicable/Don't Know
Prevent leakage?	☐	☐	☐
Keep your loved one comfortable?	☐	☐	☐
Provide your loved one with dignity?	☐	☐	☐

Please elaborate on your answer:

2026 - Family/POA Satisfaction Questionnaire (A)

Recreation

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

32. What is your loved one's religious or spiritual identity?

33. 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/Don't know

If no, what more could be offered?

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

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

If no, why not?

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

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

36. Would you and/or your loved one be interested in attending educational sessions with community groups? (e.g. Alzheimer's Society, Barrie Police, spiritual/cultural groups, etc.)

- ☐ Yes
- ☐ No

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

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

Additional services are offered by Victoria Village. Please answer the following questions about your loved one's experience with the additional services. If they have not used the service in the last 12 months, select "My loved one is not using this service" and move on to the next question. If you are unsure, you can leave the section blank and move on to the next question.

38. Are you aware that Victoria Village offers social work services (Elaine - Social Worker)?

- ☐ Yes
☐ No

39. If your loved one has used one or multiple of the following services in the last year, have they been satisfied with their experience?

	Yes, my loved one was satisfied with the service	No, my loved one wasn't satisfied with the service	My loved one is not using this service
Social work (Elaine)	☐	☐	☐
Hair salon (Michelle)	☐	☐	☐
Physiotherapy (Meena, Valentina)	☐	☐	☐
Functional rehabilitation (Recreation staff in the gym)	☐	☐	☐
Foot care (Jackie)	☐	☐	☐
Dental care (Toothpicks)	☐	☐	☐
Massage therapy (Kari)	☐	☐	☐

Tell us more about your experience with one or multiple service(s):

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

2026 - Family/POA Satisfaction Questionnaire (A)

Dietary Services

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

1 (Completely Dissatisfied)	5 (Neutral)	10 (Completely Satisfied)
☐		☐

42. Additional comments on food quality:

43. Do you have any feedback on the meal service experience?

44. If your loved one has used the registered dietitian's (Joanne's) services in the last 12 months, have they been satisfied with the experience?

- ☐ Yes, they have been satisfied with this service
- ☐ No, they haven't been satisfied with this service
- ☐ They are not using this service

Tell us more about your loved one's experience with this service:

2026 - Family/POA Satisfaction Questionnaire (A)

Environmental Services

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

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

If no, why not?

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

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

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

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

48. 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

49. If your loved one has had any clothing items go missing in the last year, have they been returned or replaced?

- ☐ Yes
- ☐ No
- ☐ Not applicable/Don't Know

50. Additional comments on laundry and housekeeping services:

2026 - Family/POA Satisfaction Questionnaire (A)

Please rate on a scale of 1 to 5

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

Poor	Fair	Good	Very Good	Excellent
				

52. Do our security measures make you/your loved one feel safe and protected in the home?

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

If no, why not?

53. 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:

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

- ☐ Yes
☐ No

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

Thanks for completing our survey. We appreciate your time and feedback!