

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

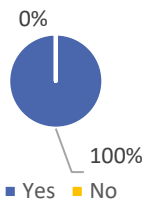
SITE: Autumn Grove Lodge – 16 responses out of 64 residents October 7, 2022 – Oct 21, 2022

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



It is a nice place and I have a beautiful view

Residents would like more activities provided after hours to engage more.

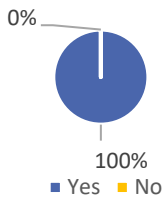
We will work with the resident council to see if they can provide more activities at night with the residents so they don't feel so alone at those times.

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Very comfortable here.

We can work on making sure to provide families and residents with more information from support services.

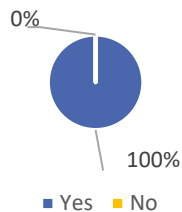
We will work with community partnerships to provide the lodge with pamphlets and information so if there are concerns residents and family have those kinds of things to look into.

3. I feel that the staff care about me and others

Celebrating Success

What we've learned

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The staff are very good to everyone here.

Residents really appreciate how much the staff care about the people that live in the lodge

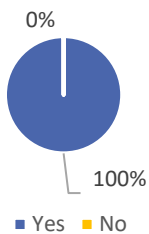
We will continue to provide person center focused care to the residents to ensure they always feel special living there.

4. Staff are friendly and cheerful

Celebrating Success

What we've learned

What we are doing



You have tremendous staff and it shows every day they care about us.

Residents are very happy with the atmosphere of the lodge.

We will continue to create a happy and healthy environment for the residents and family members

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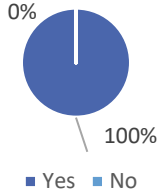
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5. I feel I am listened to when I have a problem

Celebrating Success

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My concerns are listened to and acted upon very quickly whenever possible

Some issues cannot be taken care of by staff or management

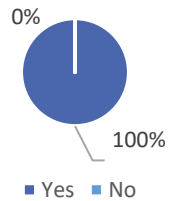
Residents knowing what can or cannot be solved will be something we can work on informing them of going forward so they understand what kinds of concerns we can absolutely do something about and what concerns we may not be able to solve.

6. I am treated with respect

Celebrating Success

What we've learned

What we are doing



I am greeted by name by all staff members

Residents would like to feel respected not only by all staff members but also by the other residents

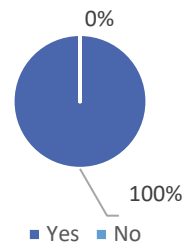
We will continue to address issues in regards to our code of conduct in the building and we hope by showing them the information they will understand that sometimes the things we do can affect others.

7. My friends and family are welcome here.

Celebrating Success

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Family members are always made to feel welcome.

The residents really appreciate their families being able to come and participate in activities and events

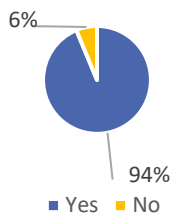
We will continue to encourage the family members to come and visit by offering meal tickets and keeping them informed on the activities ahead of time so they have enough time to plan their visits.

8. I enjoy the dining experience

Celebrating Success

What we've learned

What we are doing



The food is great. Great table mates that have become good friends.

The food is very American and some residents would like some variety.

We will continue to improve the menu and dining experience and encourage residents to bring forward their wants and ideas so we can change items and arrangements going forward.

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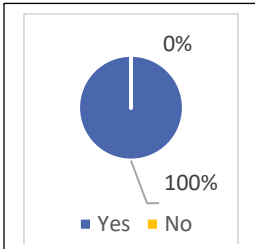
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9. The meals I receive are of good nutritional quality

Celebrating Success

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Overall, everything is A-ok.

Portions may be too much and could be served warmer

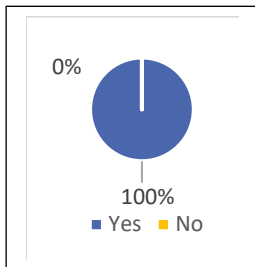
We continue to work with temperature testing to ensure meals are served at accurate temperatures. We will increase the communication with residents so they feel we are listening when they ask questions in the serving lines.

10. I am happy with the cleanliness of my room and the common areas

Celebrating Success

What we've learned

What we are doing



The staff keep the place clean and are excellent

The residents appreciate the clean environment they get to live in.

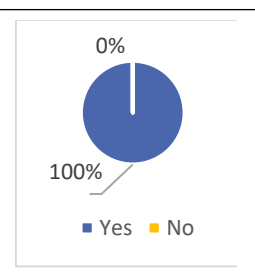
We will continue to follow cleaning procedures and focus on making sure that each resident feels like their home is kept as clean as we like it.

11. I have the opportunity to participate in activities

Celebrating Success

What we've learned

What we are doing



I enjoy all the activities

Sometimes residents don't feel like going to some of them.

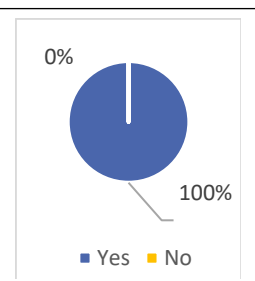
We will be working with the residents and the activity coordinators to get some more ideas for activities. Comment cards can also be provided to ensure we get more ideas of what the residents would like to do are.

12. I have the opportunity to receive spiritual support

Celebrating Success

What we've learned

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Very helpful

There is currently no resident pastoral care at the lodge

We can work with The Bethany Group and their pastoral care program to see if we can provide visits to the lodge.

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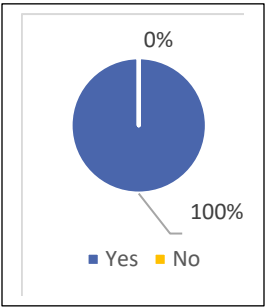
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13. I have access to information about additional supports if needed (Home Care, transportation)

Celebrating Success

What we’ve learned

What we are doing



Information is provided to the residents regarding other services.	Not all residents need services but still like to see the information regarding the different programs	We will continue to update our information boards with contacts for other services for residents.
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