

# RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

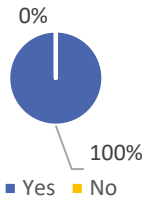
SITE: Autumn Grove SSC – 17 responses out of 30 units March 2023

## 1. I Enjoy living here

### Celebrating Success

### What we've learned

### What we are doing



It has everything I need to feel comfortable

Residents would like to access to the spa room

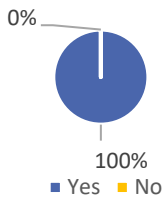
We continue to find barriers in this area, but we are still investigating solutions to the security and safety issues that keep this space from being open to tenants.

## 2. I live in a safe and secure environment

### Celebrating Success

### What we've learned

### What we are doing



Tenants feel very safe in the building.

Laundry room has some issues with people taking clothes out of the dryers

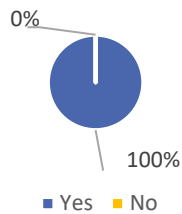
We will continue to work with the tenants to help with communication regarding the laundry room protocol.

## 3. Staff Members respond to my questions and concerns

### Celebrating Success

### What we've learned

### What we are doing



All of the staff are very nice and accommodating

The tenants enjoy how easy is it to discuss concerns and questions with the staff

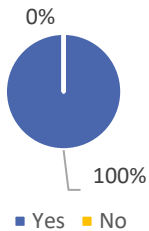
We will continue to have open communication to ensure tenants feel like they can come to staff with any concerns.

## 4. I am treated with respect when speaking to staff

### Celebrating Success

### What we've learned

### What we are doing



Tenants feel like they are treated with respect when speaking with staff.

It is important that we treat everyone with respect and kindness. Whether they are calling in or when we see them in the building

We are provided education to ensure that we continue to grow and understand how to deal with difficult situations

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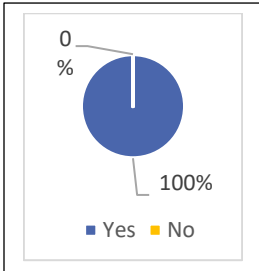
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### 5. My friends and family are welcome here

#### Celebrating Success

#### What we've learned

#### What we are doing



Family and friends are always welcome in our building

Since covid it's important for all tenants to know they can have their family and friends over to enjoy a visit

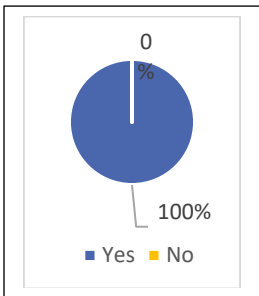
We will continue to provide tenants with a safe and clean building for them and their families to enjoy

### 6. I am happy with the cleanliness of the common areas (if applicable)

#### Celebrating Success

#### What we've learned

#### What we are doing



They do a good job of cleaning things

The tenants feel our building is kept very clean and inviting

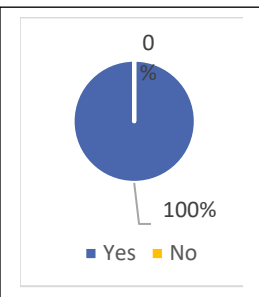
We will continue to provide cleaning services to the building to ensure a clean environment for our tenants.

### 7. My building and grounds are well maintained

#### Celebrating Success

#### What we've learned

#### What we are doing



Tenants feel the grounds are kept nice.

Residents would like to have some parking signage for those that live in the building

We can work with Maintenance to get some parking signs provided in the parking areas as well as visitor areas

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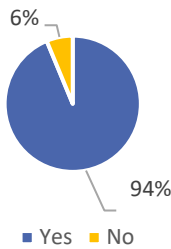
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8. I have access to information about additional supports if needed (Home Care, Meals on Wheels)

Celebrating Success

What we’ve learned

What we are doing



Tenants are well informed of other programs in their community

Tenants are very independent and sometimes those services are not needed as of yet.

We will continue to provide information to the tenants in the event that they do need some community services to assist in keeping them in their homes longer