

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

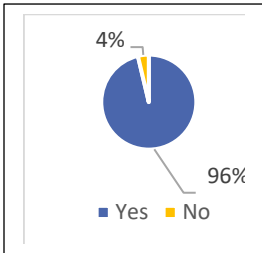
SITE: Lacombe Lodge – 27 responses out of 76 residents January-February 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



The staff here are wonderful and very considerate and eager to help out.

Resident have so many amazing things to say about the lodge. We will keep working with maintenance on concerns regarding heating.

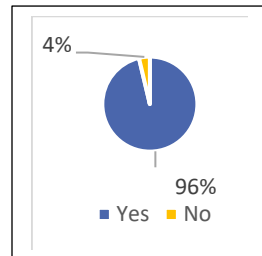
We will continue to ensure that residents enjoy the activities and the space provided

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Residents feel safe and secure here at the lodge.

Currently there is not someone stationed at the front door for those that come in.

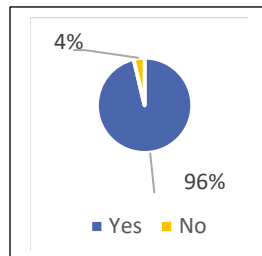
We will continue to ensure that the building is safe and secure for the residents to enjoy a peaceful home. We will also ensure that there is someone close by to engage with those coming in.

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

Celebrating Success

What we've learned

What we are doing



I feel the staff do care and help whenever needed

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

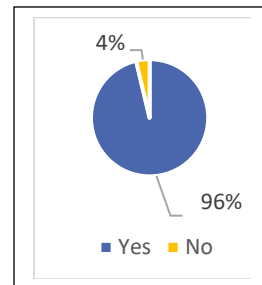
We will continue to provide person center focused care to the residents to ensure they always feel special living there.

4. Staff are friendly and cheerful

Celebrating Success

What we've learned

What we are doing



Residents feel that staff are friendly and cheerful

Residents are overall very happy with the atmosphere of the lodge. However, there were comments that the staff can be moody

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

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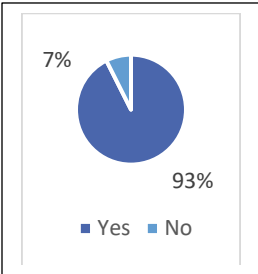
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5. I feel I am listened to when I have a problem

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When I have concerns, they have been addressed in a timely manner.

Some issues cannot be taken care of by staff or management

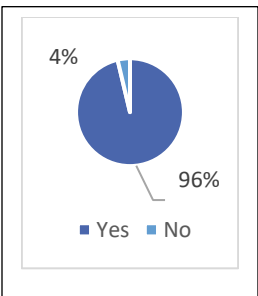
Residents knowing what can or cannot be solved will be something we can work on informing them of going forward so they understand what kinds of concerns we can absolutely do something about and what concerns we may not be able to solve.

6. I am treated with respect

Celebrating Success

What we've learned

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Residents feel like they are treated with respect in our building

It is important that residents feel respected not only by all staff members but also by the other residents

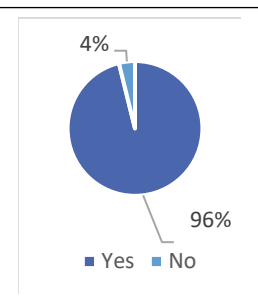
We will continue to address issues in regards to our code of conduct in the building and we hope by showing them the information they will understand that sometimes the things we do can affect others.

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

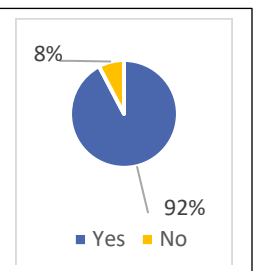
We will continue to encourage the family members to come and visit by offering meal tickets and keeping them informed on the activities ahead of time so they have enough time to plan their visits.

8. I enjoy the dining experience

Celebrating Success

What we've learned

What we are doing



Most residents feel that the food is good and they enjoy it.

Residents are overall satisfied with the dining experience. However, dining and food are always something that we appreciate feedback on.

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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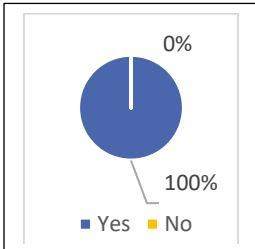
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9. The meals I receive are of good nutritional quality

Celebrating Success

What we've learned

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Residents are being heard when concerns regarding the food go to the manager.

Residents would like more vegetarian options.

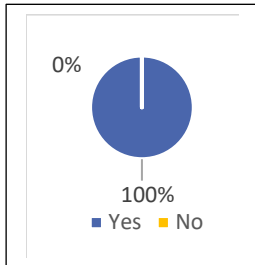
We will continue to work with the staff regarding education and providing the residents with healthy choices and options

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

Celebrating Success

What we've learned

What we are doing



Very happy with my room cleaning. It is excellent

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

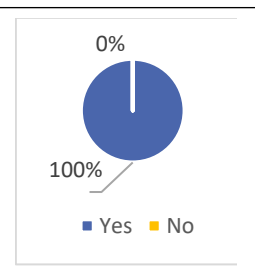
We will continue to follow cleaning procedures and focus on making sure that each resident feels like their home is kept as clean as we like it.

11. I have the opportunity to participate in activities

Celebrating Success

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Residents have opportunity to participate in all the activities.

Overall, the residents are very happy with the activities provided to them.

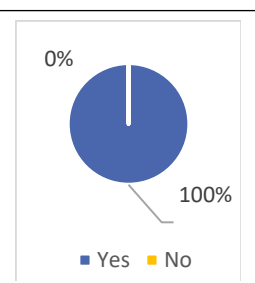
We will be working with the residents and the activity coordinators to get some more ideas for activities. Comment cards can also be provided to ensure we get more ideas of what the residents would like to do are.

12. I have the opportunity to receive spiritual support

Celebrating Success

What we've learned

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As a resident with a unique religion, I feel very supported here.

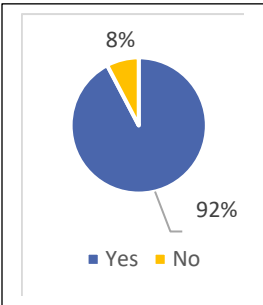
The residents seem to love the spiritual support they receive.

We will continue to provide the site with spiritual support.

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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
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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.