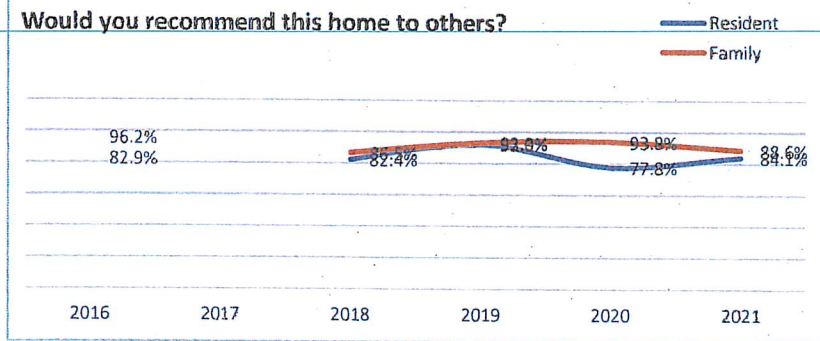


## 2021 Resident & Family Satisfaction Survey River East

### Summary Report



84.1% of the residents and 88.6% of the family members would recommend this home to others.



#### Resident Participation

2021	83.1% (49/59)
2020	42.6% (20/47)
2019	70.0% (14/20)
2018	52.5% (21/40)
2017	0.0% (0/120)
2016	49.4% (39/79)

#### Family Participation

2021	59.3% (70/118)
2020	74.1% (83/112)
2019	39.3% (44/112)
2018	43.3% (52/120)
2017	0.0% (0/120)
2016	47.0% (55/117)

### Resident Satisfaction Survey

#### Top 5

Religious and spiritual activities are available to participate in if I want to.	100.0%
If I choose to participate in recreational and social activities, they are enjoyable.	100.0%
I decide what I eat and drink each day as long as it is within my meal/nutritional plan.	100.0%
The home is kept clean.	98.0%
I find that the staff are friendly.	97.9%

#### Bottom 5

The noise at the home bothers me. (% of No)	70.2%
I participate in community outings organized by the home (e.g. shopping mall, farm visits, theatre, etc.).	66.7%
I have people who want to do things with me.	59.5%
I feel I can have a bath or shower when I want and as often as I want.	57.4%
Another resident here is my close friend.	45.2%

### Family Satisfaction Survey

#### Top 5

Personal sense of safety while visiting home.	98.5%
If worn, briefs stay in place.	97.9%
Cleanliness of the dining room.	97.6%
Courtesy of staff who serve the residents.	95.1%
Courtesy and communication with activity/recreation staff.	94.4%

#### Bottom 5

Courtesy and communication from the Doctors.	76.0%
Do you believe the complaints resolution process at this home is fair?	70.0%
Do you believe the complaints resolution process occurs in a timely manner?	66.7%
Courtesy and communication from those providing spiritual care.	59.4%
Are you satisfied with the outcome of your complaint(s)?	47.6%