

2024 Apotex Family Quality of Life Survey Results

104 family members responded to the Quality of Life Survey in 2024



99%

of families said they can
visit their family member
when they choose



95%

of families said staff treat
them with respect



95%

of families said the home
provides a safe and secure
environment



94%

of families said the the resident
is safe living in this home



94%

of families said they trust the staff to
take good care of the the resident

We saw improvements compared to last year in the following areas:

- Families felt residents participated in meaningful activities
- Families say there are comfortable spaces to visit residents
- Families say care is provided that considers the resident's likes, dislikes and personal preferences
- Families say if/when a resident has pain, it is address by the care team
- Families say residents are say living in this home

We will continue to work on...

- ✓ Ensuring mealtimes are pleasurable with sufficient meal variety
- ✓ Providing opportunities for residents to develop friendships with other residents
- ✓ Designing and delivering meaningful and engaging activities for residents
- ✓ Communicating the recreational program offerings to families