

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 resident is safe living in this home



**94%**  
of families said they trust the staff to take good care of 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 addressed by the care team
- Families say residents are safe 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