

Attachment 2: 2024 *Your Opinion Counts* Resident & Family Survey Results

SSLTC Resident Survey Results - 2024

Resident (Consolidated) 2024 Your Opinion Counts Experience Survey Results Strongly Agree/Agree Responses by Percentage			
Your Experience with our Care and Services	Theme	2024 Excluding Neutral and No Response	2024 Including Neutral and Excluding No Responses
01. The home provides a homelike environment, which is clean.	Homelike & Welcoming	95%	87%
02. The home provides a welcoming atmosphere where I feel safe and accepted.	Homelike & Welcoming	95%	86%
03. I am able to communicate openly and freely regarding care and service needs.	Communication & Feedback	89%	78%
04. My issues, concerns or requests for information are addressed.	Communication & Feedback	85%	68%
05. Staff treat me with respect.	Civility	91%	79%
06. The home provides an enjoyable mealtime experience.	Dining Experience & Food	80%	67%
07. The variety and quality of food meets my needs.	Dining Experience & Food	75%	61%
08. My personal belongings are treated with respect.	Personal Belongings & Laundry	88%	78%
09. Personal laundry service meets my needs.	Personal Belongings & Laundry	82%	67%
10. The variety and quality of activities meets my needs.	Activities	86%	65%
11. I am satisfied with the quality of the care and service.	Overall Satisfaction	93%	80%
12. I would recommend this home to others.	Overall Satisfaction	90%	77%
Respondents		552	552

SSLTC Family Survey Results - 2024

Family (Consolidated) 2024 Your Opinion Counts Experience Survey Results Strongly Agree/Agree Responses by Percentage			
Your Experience with our Care and Services	Theme	2024 Excluding Neutral and No Response	2024 Including Neutral and Excluding No Responses
01. The home provides a homelike environment, which is clean.	Homelike & Welcoming	93%	83%
02. The home provides a welcoming atmosphere where my family member feels safe and accepted.	Homelike & Welcoming	94%	87%
03. I am able to communicate openly and freely regarding care and service needs.	Communication & Feedback	92%	83%
04. My issues, concerns or requests for information are addressed.	Communication & Feedback	89%	78%
05. Staff treat my family member with respect.	Civility	95%	87%
06. The home provides an enjoyable mealtime experience.	Dining Experience & Food	88%	68%
07. The variety and quality of food meets my family member's needs.	Dining Experience & Food	85%	68%
08. My family member's personal belongings are treated with respect.	Personal Belongings & Laundry	88%	75%
09. Personal laundry service meets my family member's needs.	Personal Belongings & Laundry	86%	71%
10. The variety and quality of activities meets my family member's needs.	Activities	84%	62%
11. I am satisfied with the quality of the care and service.	Overall Satisfaction	93%	82%
12. I would recommend this home to others.	Overall Satisfaction	92%	81%
Respondents		588	588