

Attachment 3: 2025 *Your Opinion Counts* Resident & Family Survey Results

SSLTC Resident Survey Results – 2025

Resident (Consolidated) 2025 Your Opinion Counts Experience Survey Results Strongly Agree/Agree Responses by Percentage		
Your Experience with our Care and Services	Theme	Response
The home provides a homelike environment, which is clean.	Homelike & Welcoming	96%
The home provides a welcoming atmosphere where I feel safe and accepted.	Homelike & Welcoming	92%
I am able to communicate openly and freely regarding care and service needs.	Communication & Feedback	93%
My issues, concerns or requests for information are addressed.	Communication & Feedback	87%
Staff treat me with respect.	Civility	93%
The home provides an enjoyable mealtime experience.	Dining Experience & Food	79%
The variety and quality of food meets my needs.	Dining Experience & Food	78%
My personal belongings are treated with respect.	Personal Belongings & Laundry	96%
Personal laundry service meets my needs.	Personal Belongings & Laundry	87%
The variety and quality of activities meets my needs.	Activities	93%
I am satisfied with the quality of the care and services.	Overall Satisfaction	93%
I would recommend this home to others.	Overall Satisfaction	92%
Respondents		539

SSLTC Family Survey Results – 2025

Family (Consolidated) 2025 Your Opinion Counts Experience Survey Results Strongly Agree/Agree Responses by Percentage		
Your Experience with our Care and Services	Theme	Response
The home provides a homelike environment, which is clean.	Homelike & Welcoming	93%
The home provides a welcoming atmosphere where my family member feels safe and accepted.	Homelike & Welcoming	95%
I am able to communicate openly and freely regarding care and service needs.	Communication & Feedback	92%
My issues, concerns or requests for information are addressed.	Communication & Feedback	91%
Staff treat my family member with respect.	Civility	94%
The home provides an enjoyable mealtime experience.	Dining Experience & Food	90%
The variety and quality of food meets my family member's needs.	Dining Experience & Food	87%
My family member's personal belongings are treated with respect.	Personal Belongings & Laundry	90%
Personal laundry service meets my family member's needs.	Personal Belongings & Laundry	86%
The variety and quality of activities meets my family member's needs.	Activities	86%
I am satisfied with the quality of the care and services.	Overall Satisfaction	92%
I would recommend this home to others.	Overall Satisfaction	94%
Respondents		535