

Attachment 4: Your Opinion Counts Survey Results Comparison (2024-2025)

SSLTC Resident Survey Comparison Results

Your Experience with our Care and Services	2024 Responses	2025 Responses
The home provides a homelike environment, which is clean.	95%	96%
The home provides a welcoming atmosphere where I feel safe and accepted.	95%	92%
I am able to communicate openly and freely regarding care and service needs.	89%	93%
My issues, concerns or requests for information are addressed.	85%	87%
Staff treat me with respect.	91%	93%
The home provides an enjoyable mealtime experience.	80%	79%
The variety and quality of food meets my needs.	75%	78%
My personal belongings are treated with respect.	88%	96%
Personal laundry service meets my needs.	82%	87%
The variety and quality of activities meets my needs.	86%	93%
I am satisfied with the quality of the care and services.	93%	93%
I would recommend this home to others.	90%	92%

SSLTC Family Survey Comparison Results

Your Experience with our Care and Services	2024 Responses	2025 Responses
The home provides a homelike environment, which is clean.	93%	93%
The home provides a welcoming atmosphere where I feel safe and accepted.	94%	95%
I am able to communicate openly and freely regarding care and service needs.	92%	92%
My issues, concerns or requests for information are addressed.	89%	91%
Staff treat me with respect.	95%	94%
The home provides an enjoyable mealtime experience.	88%	90%
The variety and quality of food meets my needs.	85%	87%
My personal belongings are treated with respect.	88%	90%
Personal laundry service meets my needs.	86%	86%
The variety and quality of activities meets my needs.	84%	86%
I am satisfied with the quality of the care and services.	93%	92%
I would recommend this home to others.	92%	94%