



2025
Resident and Family
Satisfaction Survey
Results



2025 Resident and Family Satisfaction Survey Results

The 2025 Resident and Family Satisfaction Surveys were conducted through Survey Monkey from September 22 to November 17, 2025, with responses from 32 residents and 39 family members. These surveys provide essential insight into overall satisfaction and guide continuous quality improvement efforts.

Key Results

Category	% Positive Score
Dignity	91%
Autonomy	92%
Quality of Care	90%
Staff	93%
Living Environment	88%
Activities	87%
Food	85%

Strengths:

- Quality of Care: good personal care provided; recommend home to others
- Staff: kind, caring, compassionate
- Dignity and Autonomy: feel respected, involved in care decisions

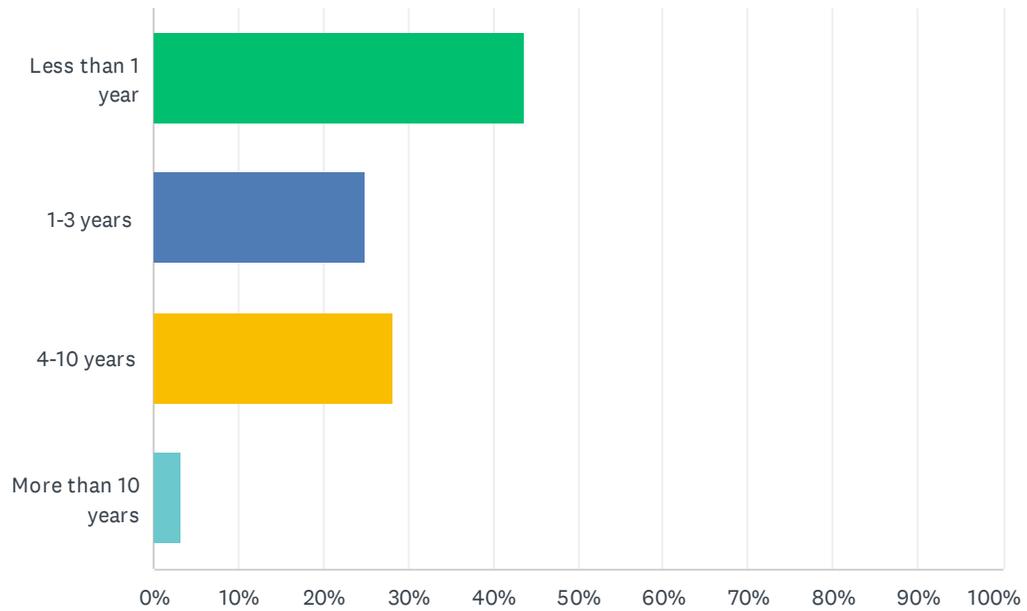
Opportunities:

- Person-centered care: enhance communication, active listening, support for resident choice during routines
- Support Services: healthier snack options, improve clothing care, program variety

2025 Resident Satisfaction Survey Results

Q1 How long have you lived at Lanark Lodge?

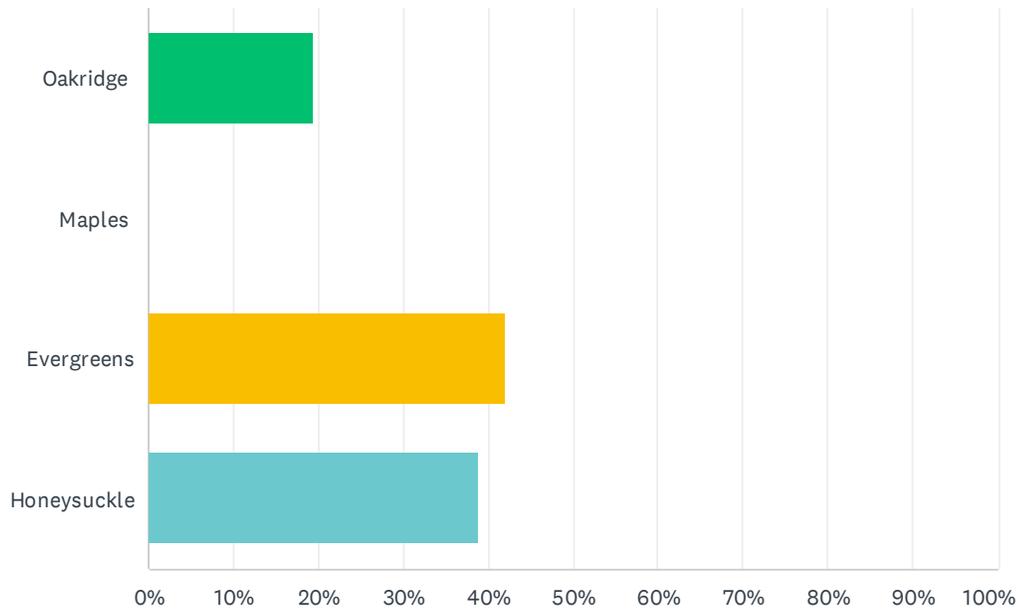
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 1 year	43.75%	14
1-3 years	25.00%	8
4-10 years	28.13%	9
More than 10 years	3.13%	1
Total Respondents: 32		

Q2 Which neighbourhood do you live in:

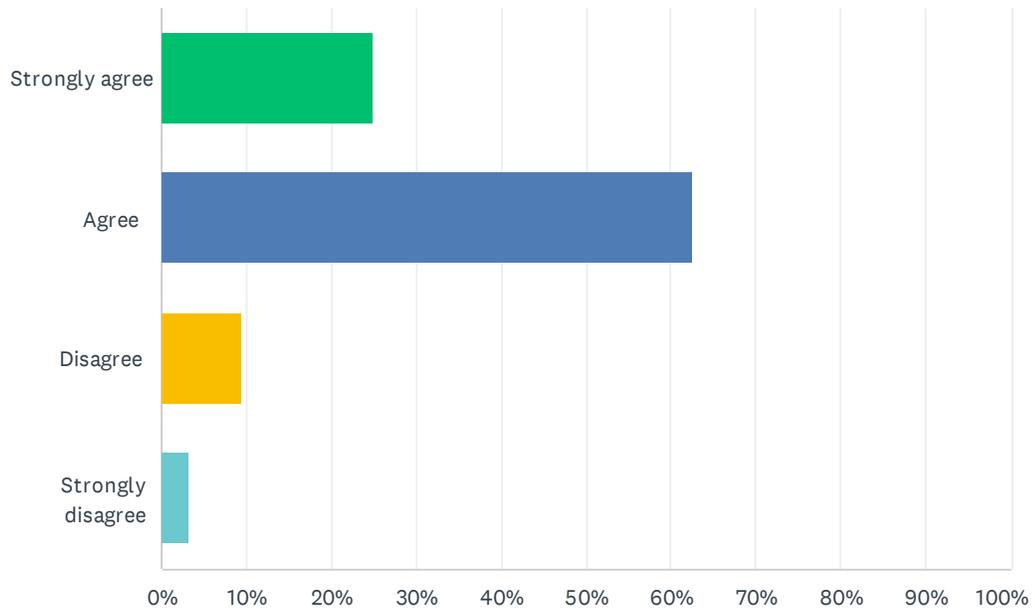
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Oakridge	19.35%	6
Maples	0.00%	0
Evergreens	41.94%	13
Honeysuckle	38.71%	12
Total Respondents: 31		

Q3 I am treated with kindness, fairness, respect and dignity.

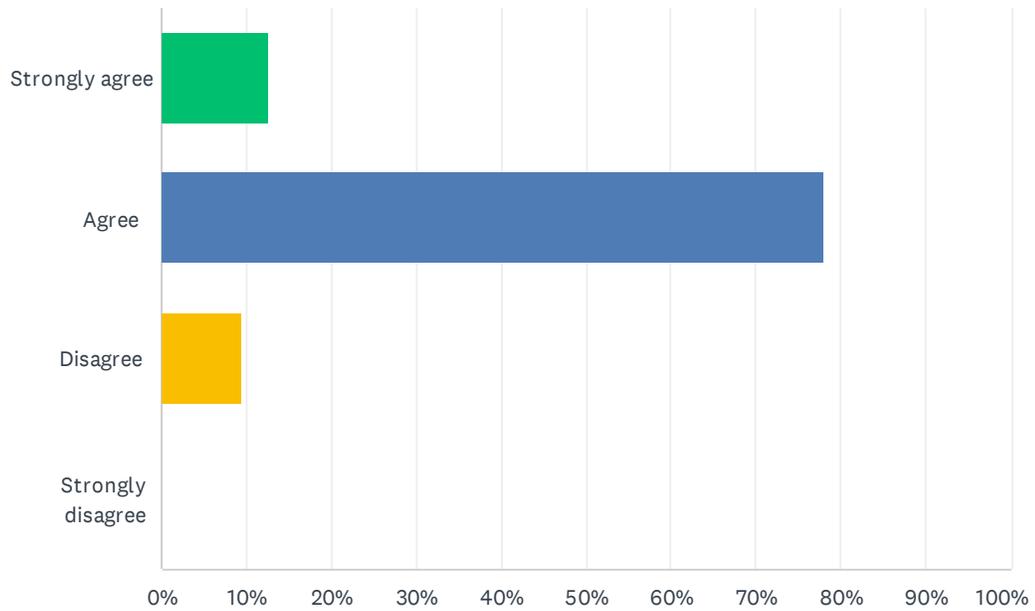
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	8
Agree	62.50%	20
Disagree	9.38%	3
Strongly disagree	3.13%	1
Total Respondents: 32		

Q4 I feel that team members respect my personal privacy.

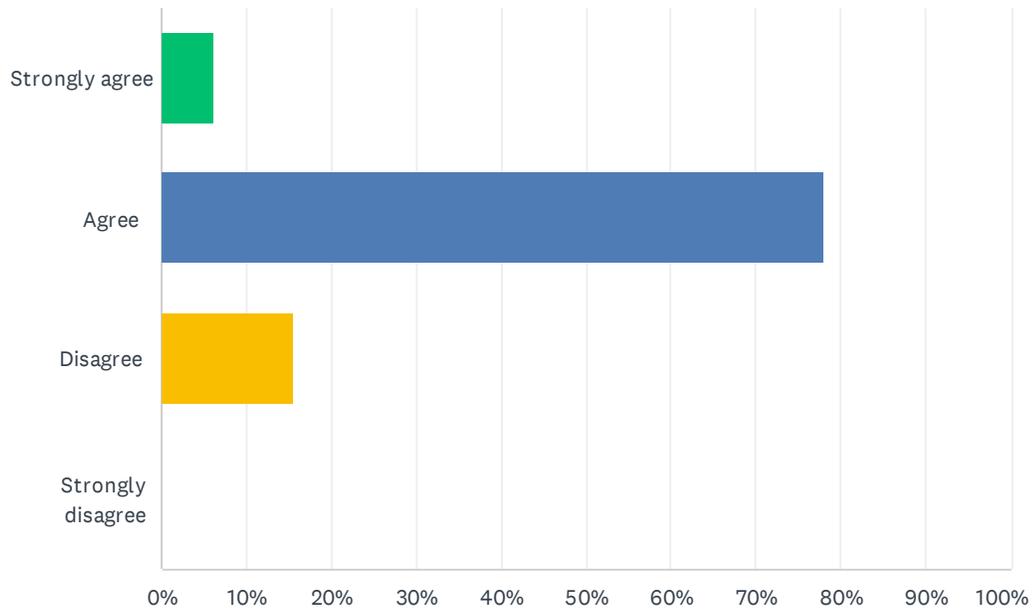
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	12.50%	4
Agree	78.13%	25
Disagree	9.38%	3
Strongly disagree	0.00%	0
Total Respondents: 32		

Q5 I am encouraged and/or involved in decisions about my care.

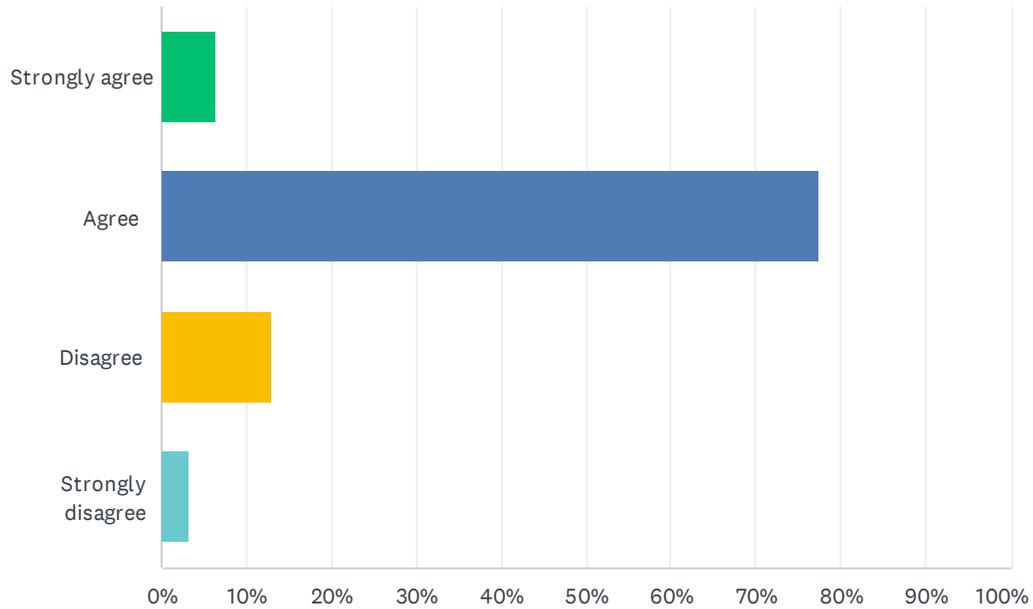
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	6.25%	2
Agree	78.13%	25
Disagree	15.63%	5
Strongly disagree	0.00%	0
Total Respondents: 32		

Q6 When team members answer my call they are respectful and announce themselves before entering.

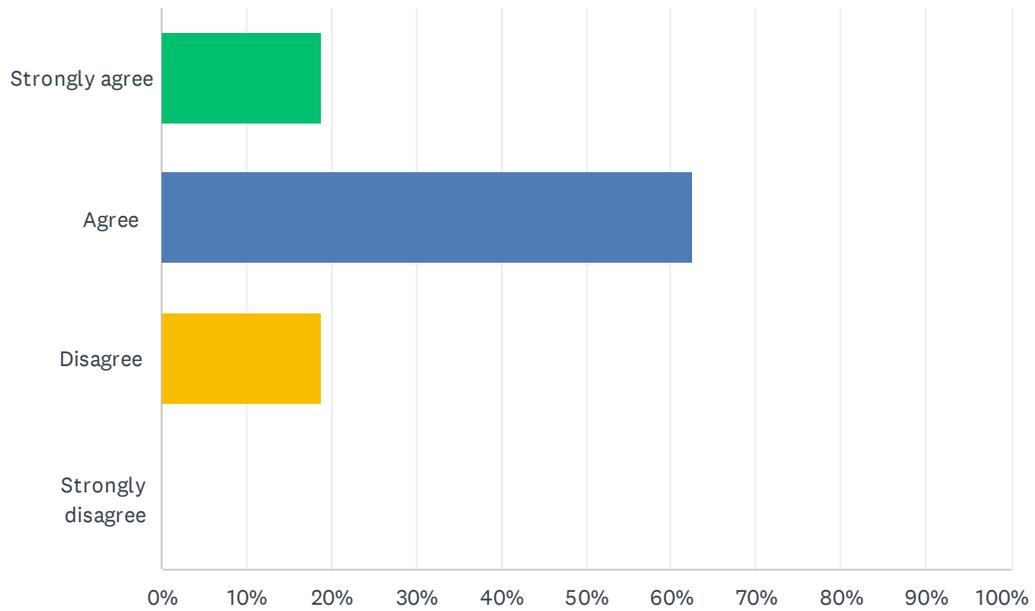
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	6.45%	2
Agree	77.42%	24
Disagree	12.90%	4
Strongly disagree	3.23%	1
Total Respondents: 31		

Q7 Good personal care is provided.

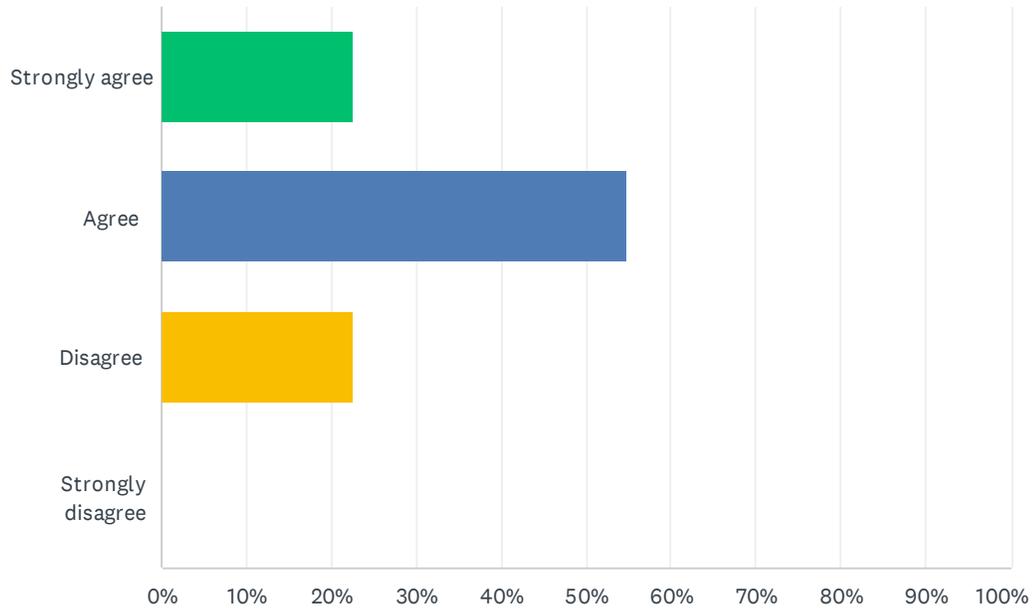
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	18.75%	6
Agree	62.50%	20
Disagree	18.75%	6
Strongly disagree	0.00%	0
Total Respondents: 32		

Q8 My preferences are respected regarding bathing (e.g time of day, bath or shower).

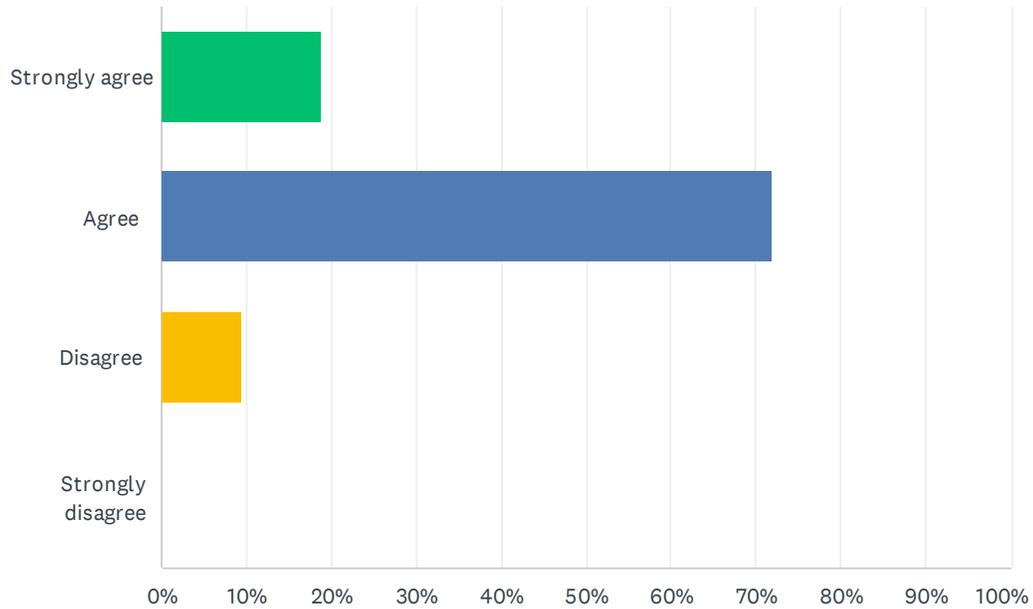
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	22.58%	7
Agree	54.84%	17
Disagree	22.58%	7
Strongly disagree	0.00%	0
Total Respondents: 31		

Q9 My preferences are respected regarding my wake up time and bed time.

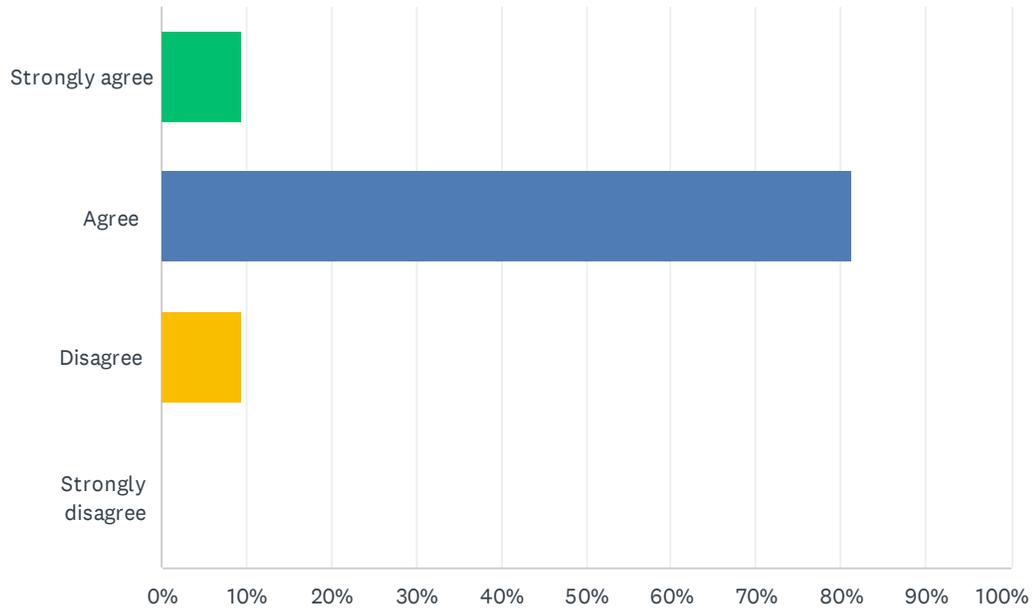
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	18.75%	6
Agree	71.88%	23
Disagree	9.38%	3
Strongly disagree	0.00%	0
Total Respondents: 32		

Q10 The incontinence products provided in the home meet my needs (e.g. briefs, pads, liners).

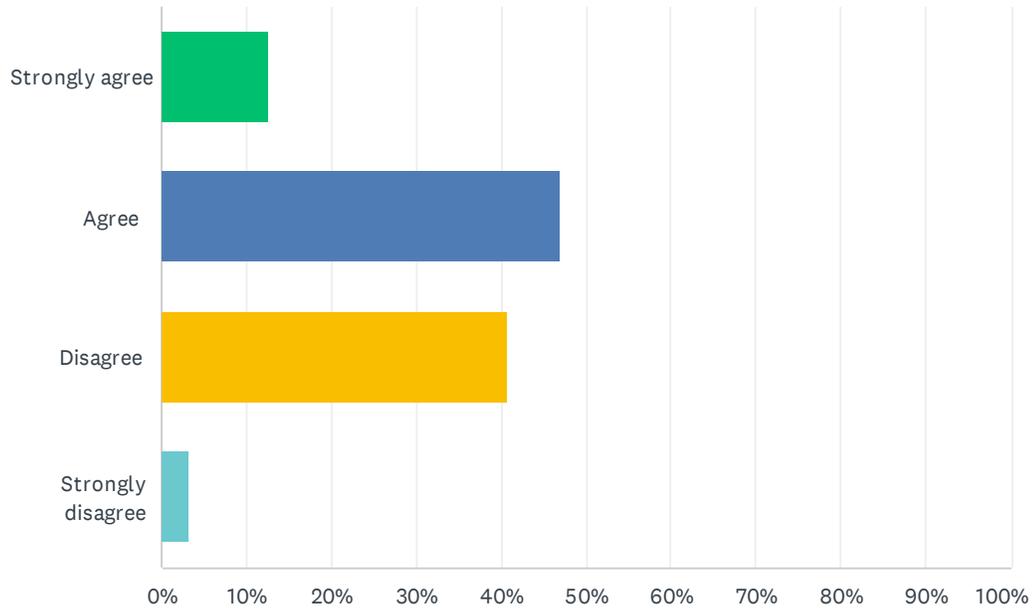
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	9.38%	3
Agree	81.25%	26
Disagree	9.38%	3
Strongly disagree	0.00%	0
Total Respondents: 32		

Q11 I am satisfied with the medical attention provided by my physician and nurse practitioner.

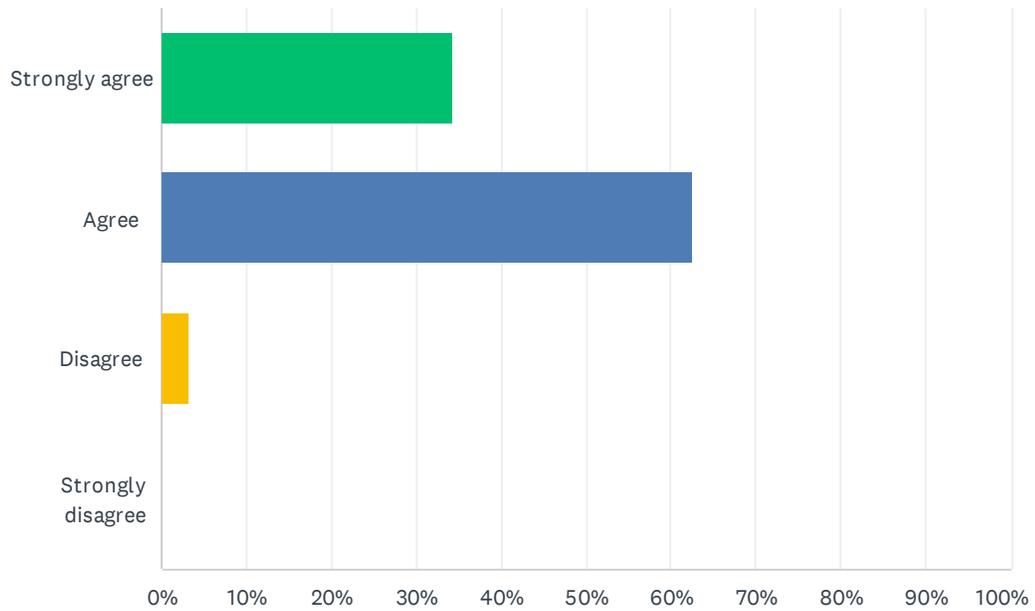
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	12.50%	4
Agree	46.88%	15
Disagree	40.63%	13
Strongly disagree	3.13%	1
Total Respondents: 32		

Q12 I am satisfied with the overall cleanliness of the home.

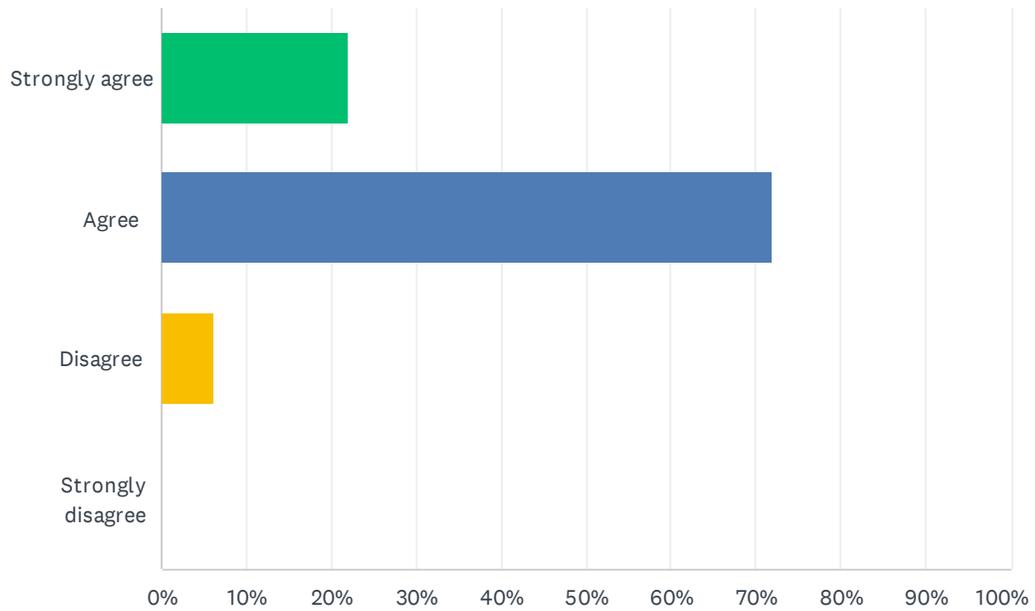
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	34.38%	11
Agree	62.50%	20
Disagree	3.13%	1
Strongly disagree	0.00%	0
Total Respondents: 32		

Q13 I feel safe and secure with team members.

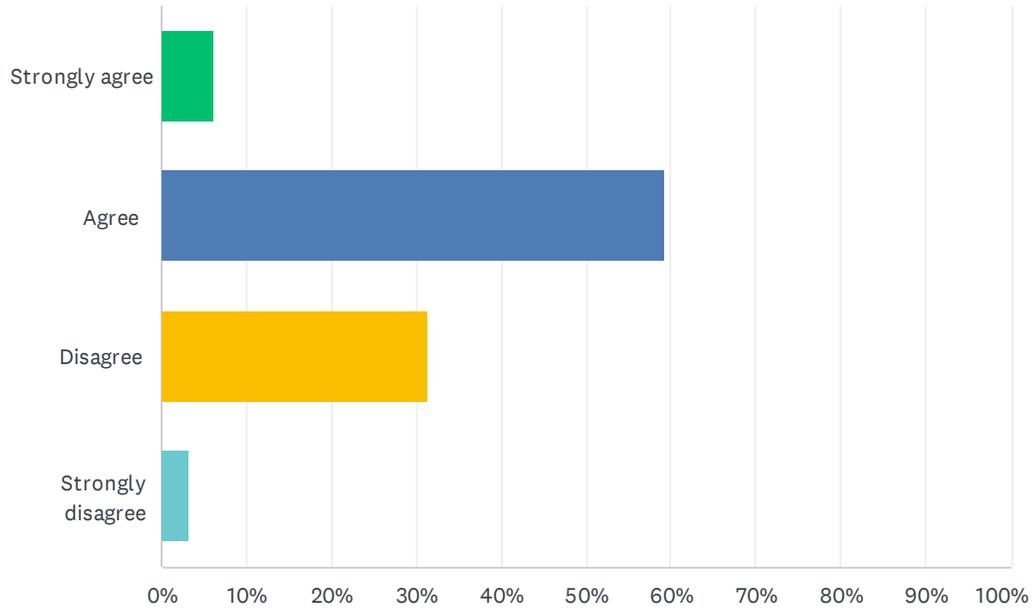
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.88%	7
Agree	71.88%	23
Disagree	6.25%	2
Strongly disagree	0.00%	0
Total Respondents: 32		

Q14 I feel safe and secure with other residents.

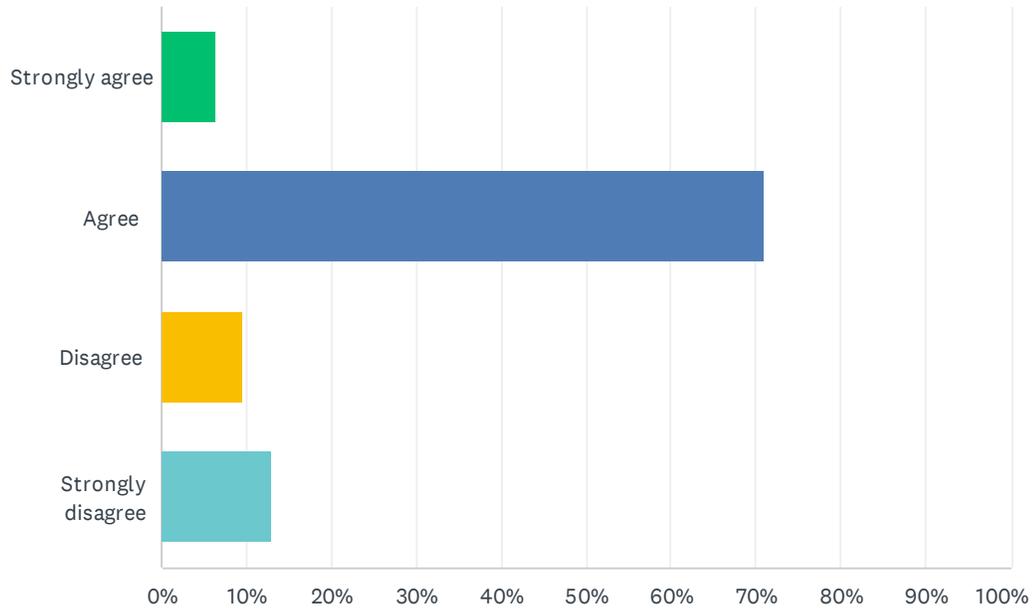
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	6.25%	2
Agree	59.38%	19
Disagree	31.25%	10
Strongly disagree	3.13%	1
Total Respondents: 32		

Q15 I am satisfied with the laundry services (e.g. timely delivery, missing items found).

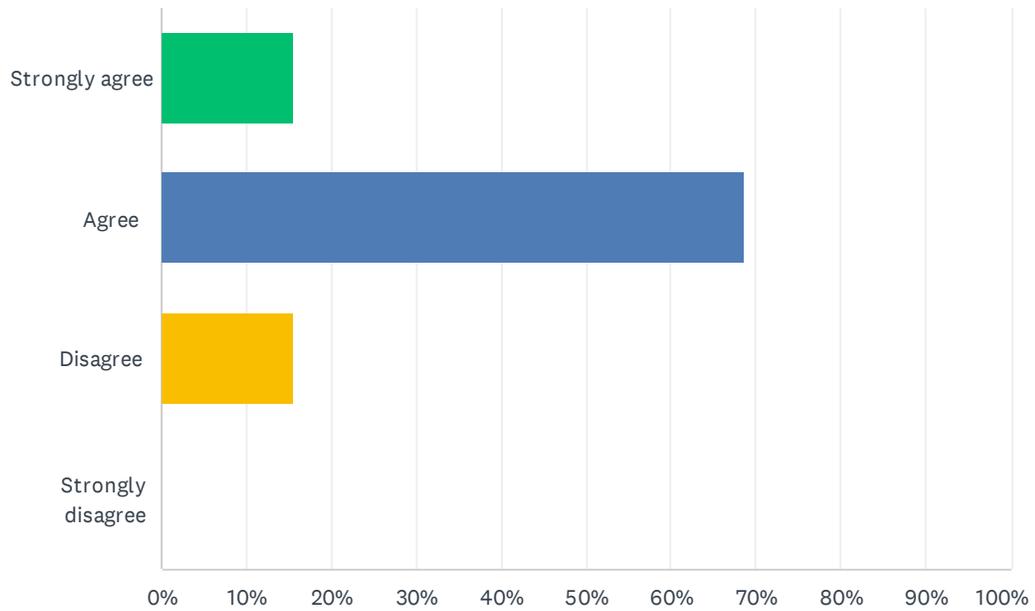
Answered: 31 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	6.45%	2
Agree	70.97%	22
Disagree	9.68%	3
Strongly disagree	12.90%	4
Total Respondents: 31		

Q16 I am offered meal options for breakfast, lunch, and dinner.

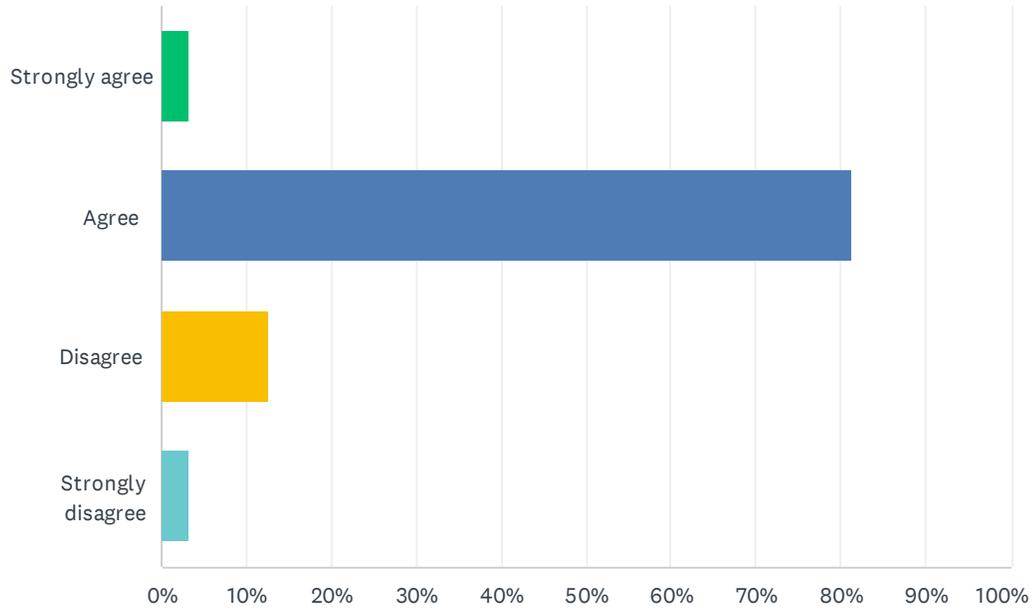
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	15.63%	5
Agree	68.75%	22
Disagree	15.63%	5
Strongly disagree	0.00%	0
Total Respondents: 32		

Q17 I am satisfied with the availability and choice of snacks.

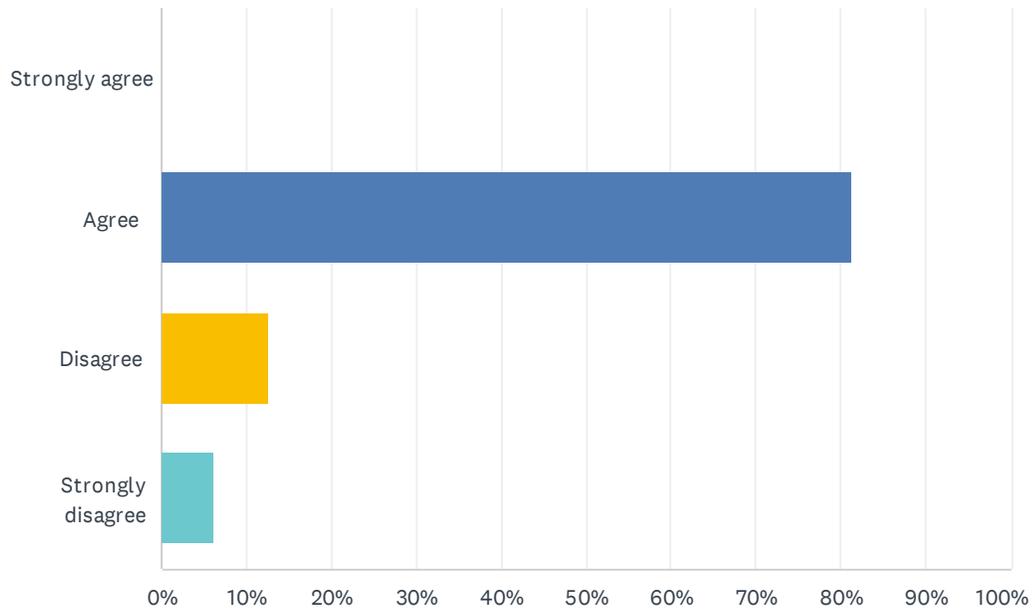
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	3.13%	1
Agree	81.25%	26
Disagree	12.50%	4
Strongly disagree	3.13%	1
Total Respondents: 32		

Q18 The temperature of meals is suitable.

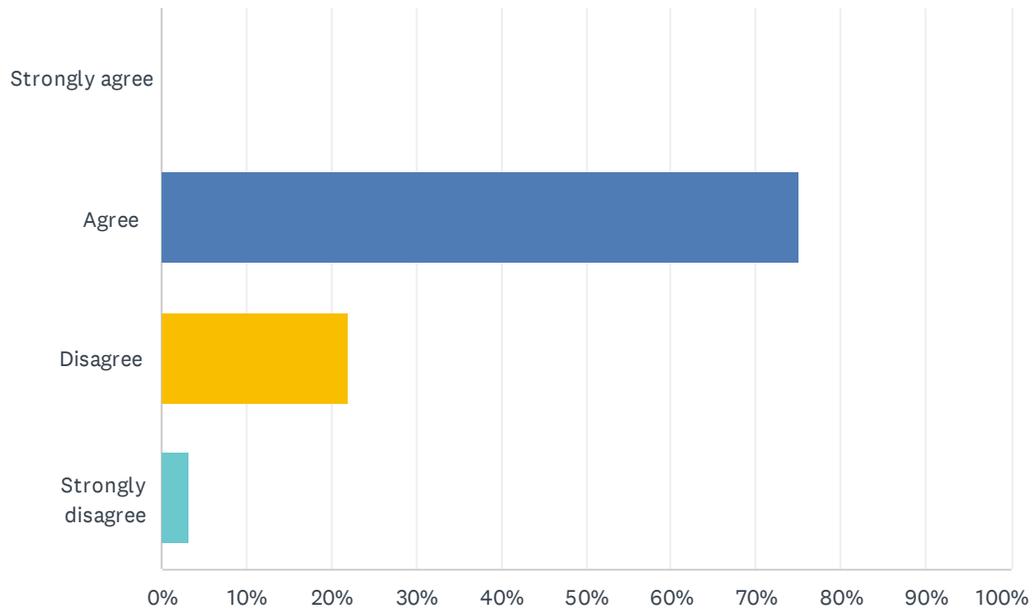
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	81.25%	26
Disagree	12.50%	4
Strongly disagree	6.25%	2
Total Respondents: 32		

Q19 I am satisfied with the taste and portion size of meals.

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	75.00%	24
Disagree	21.88%	7
Strongly disagree	3.13%	1
Total Respondents: 32		

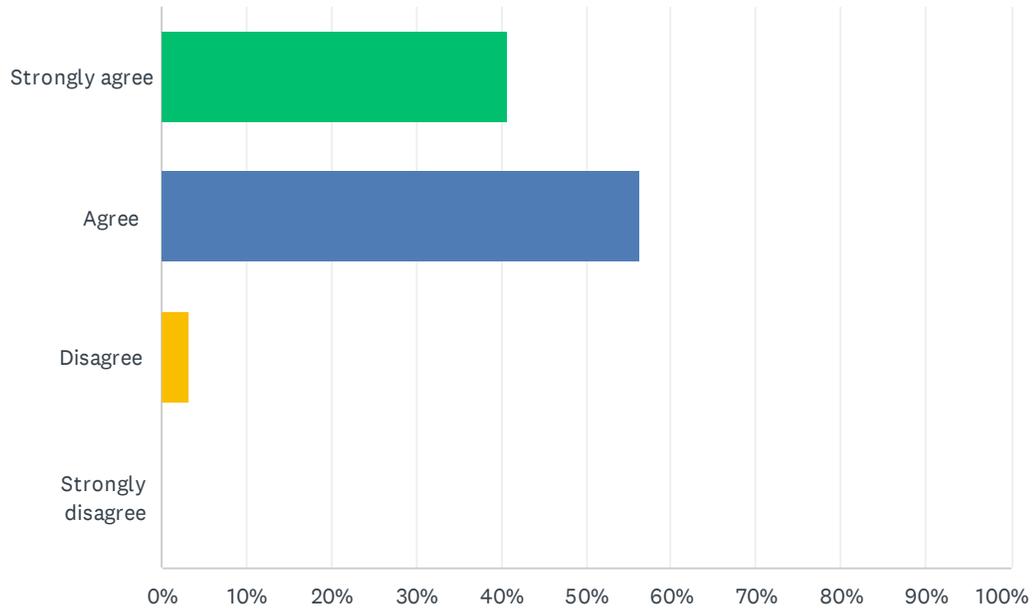
Q20 What menu item(s) would you like to see on a future menu?

Answered: 28 Skipped: 4

#	RESPONSES	DATE
1	Bacon and eggs, cheese. Not a fan of the tea here.	11/9/2025 2:55 PM
2	Pizza in a Friday night	11/9/2025 2:22 PM
3	The apple pie is disastrous. Wish they could change the menu more often.	11/8/2025 2:33 PM
4	More variety in meals. Green beans on the menu too often	11/8/2025 2:19 PM
5	Pizza more apple pie	11/8/2025 2:05 PM
6	Cheese omelette bacon and tomatoes sandwiches	11/8/2025 1:51 PM
7	Sheppard pie once a week, different variety of soup More beef More variety of puddings	11/8/2025 11:48 AM
8	Last table so meal is always cold Toast is soggy and hard to chew More healthier options other than croissant or toast. Portion sizes too big for people just sitting around, feel obligated to eat as raised to finish your plate.	11/8/2025 11:18 AM
9	More baked potatoes, offer sandwiches with meat (instead of peanut butter or egg salad) for meals where don't like options. Gravies and condiments on the side. Salmon steak was awesome. Chinese twice a month	11/8/2025 10:55 AM
10	Chicken and dumplings,	11/8/2025 10:29 AM
11	More variety less pasta and fish, bread pudding, chicken stew	11/7/2025 2:12 PM
12	Cabbage rolls, bacon cheese burger, club sandwich, less fish	11/7/2025 1:59 PM
13	To much jello, basic meat vegetable and potato meal. Menu on my table to choice well waiting	11/7/2025 1:45 PM
14	Tomato soup for dinner	11/7/2025 1:34 PM
15	Sea food chowder, sea food on special night (shrimp, lobster), soft over easy eggs to dip toast	11/6/2025 3:26 PM
16	Smoothies, love minced chicken	11/6/2025 3:17 PM
17	Hash-browns, breakfast for dinner, more variety of snacks	11/6/2025 3:10 PM
18	Something barbecued	11/6/2025 3:03 PM
19	More pie	11/6/2025 2:56 PM
20	Pancakes for breakfast	11/6/2025 2:46 PM
21	Less fish	11/6/2025 2:39 PM
22	Stuffed green peppers, bagels and cream cheese,	11/6/2025 2:21 PM
23	Breakfast sandwiches	11/6/2025 2:09 PM
24	Omelettes at breakfast	11/6/2025 1:55 PM
25	Soup at all meals	11/6/2025 1:46 PM
26	Barbecue chicken, wedges, and less meat loaf	11/6/2025 1:37 PM
27	Cabbage rolls	11/6/2025 1:26 PM
28	Mushroom soup ore minced ham sandwiches	10/8/2025 11:02 AM

Q21 I enjoy the recreation programs (e.g. trivia, bingo, reading groups, entertainment, exercise, bible study, church)

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	40.63%	13
Agree	56.25%	18
Disagree	3.13%	1
Strongly disagree	0.00%	0
Total Respondents: 32		

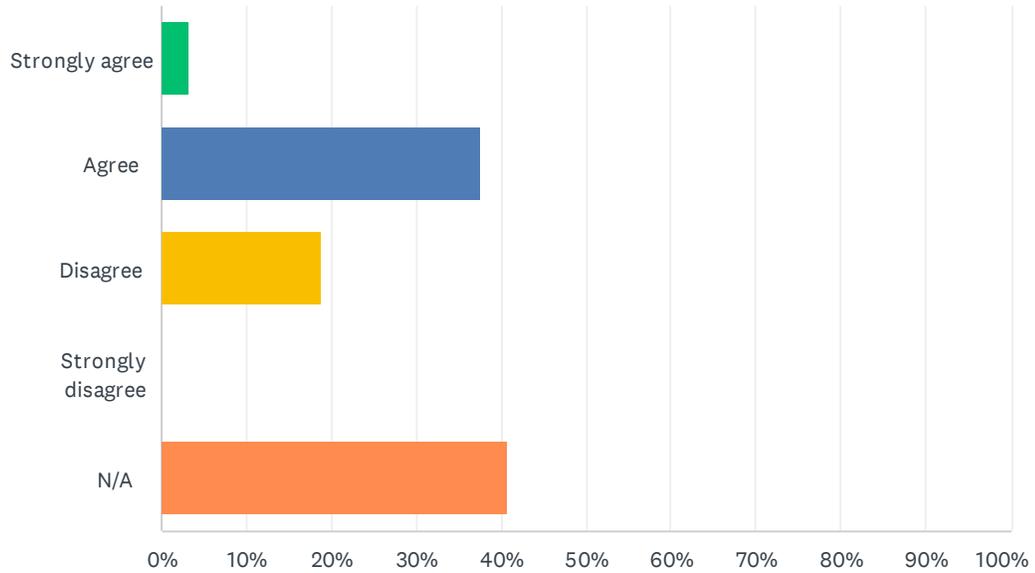
Q22 What activities would you like to see on a future calendar?

Answered: 18 Skipped: 14

#	RESPONSES	DATE
1	Music programs	11/9/2025 2:56 PM
2	More variety in programs and exercises	11/8/2025 2:21 PM
3	More leg exercises. Would like more exercise equipment and exercise machines	11/8/2025 2:09 PM
4	More entertainment different games	11/8/2025 1:52 PM
5	Be read to more often since I'm blind. I like romance books or true stories	11/8/2025 10:34 AM
6	Ice hockey,	11/7/2025 7:51 PM
7	More outside time in winter, deep breathing, more outside	11/7/2025 2:13 PM
8	Less folding, more food programs, more spa, bus trips	11/7/2025 2:00 PM
9	Puzzle group.	11/7/2025 1:47 PM
10	Programs about the environment	11/7/2025 1:36 PM
11	Women's club that focused on helping the community and donating stuff to hospitals, daycares	11/7/2025 1:28 PM
12	More exercise programs, gym programs,	11/6/2025 3:28 PM
13	More concerts	11/6/2025 3:10 PM
14	More spa days, weight loss program,	11/6/2025 3:04 PM
15	More music	11/6/2025 2:57 PM
16	Trivia night, board game night, euchre club	11/6/2025 2:22 PM
17	Snakes and ladders , colouring group,	11/6/2025 1:38 PM
18	Knitting and crochet club (to learn)	10/8/2025 11:06 AM

Q23 I enjoy the physiotherapy services.

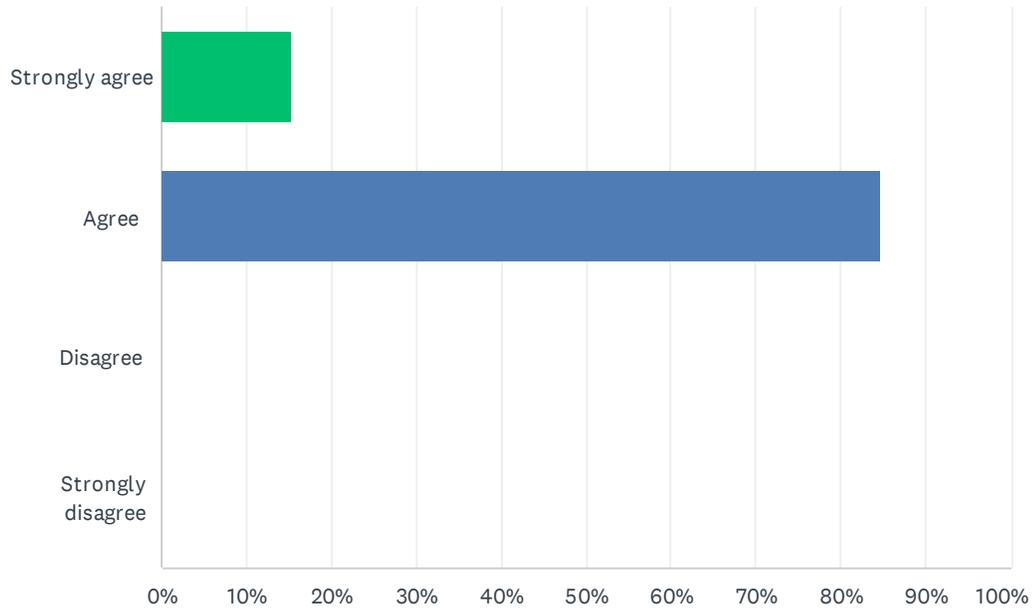
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	3.13%	1
Agree	37.50%	12
Disagree	18.75%	6
Strongly disagree	0.00%	0
N/A	40.63%	13
Total Respondents: 32		

Q24 I am satisfied with my involvement and/or the work of Resident Council in the home.

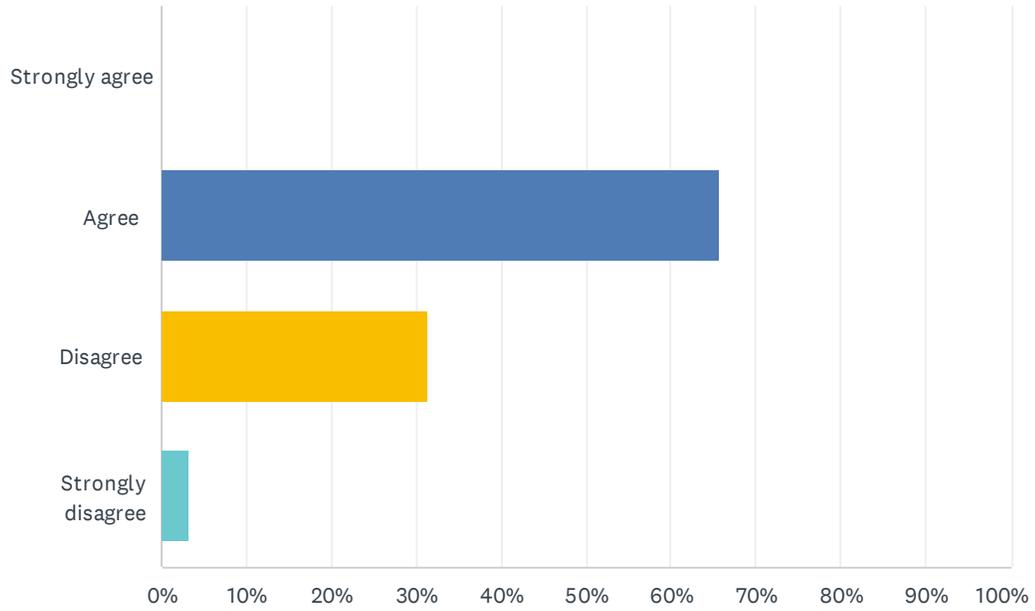
Answered: 26 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly agree	15.38%	4
Agree	84.62%	22
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 26		

Q25 I can share my opinion without fear of consequences.

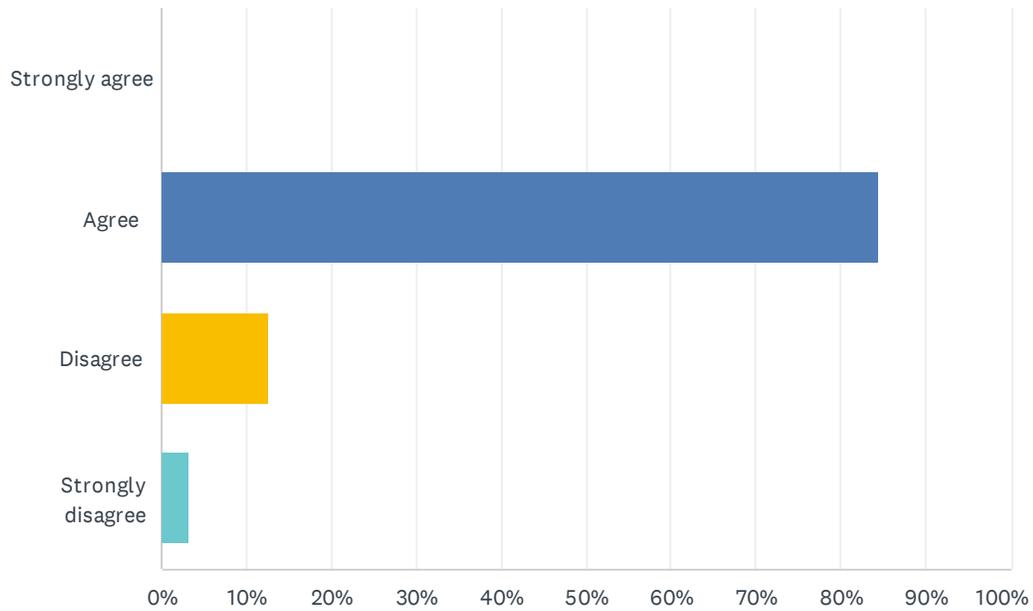
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	65.63%	21
Disagree	31.25%	10
Strongly disagree	3.13%	1
Total Respondents: 32		

Q26 The home resolves my questions/concerns to my satisfaction.

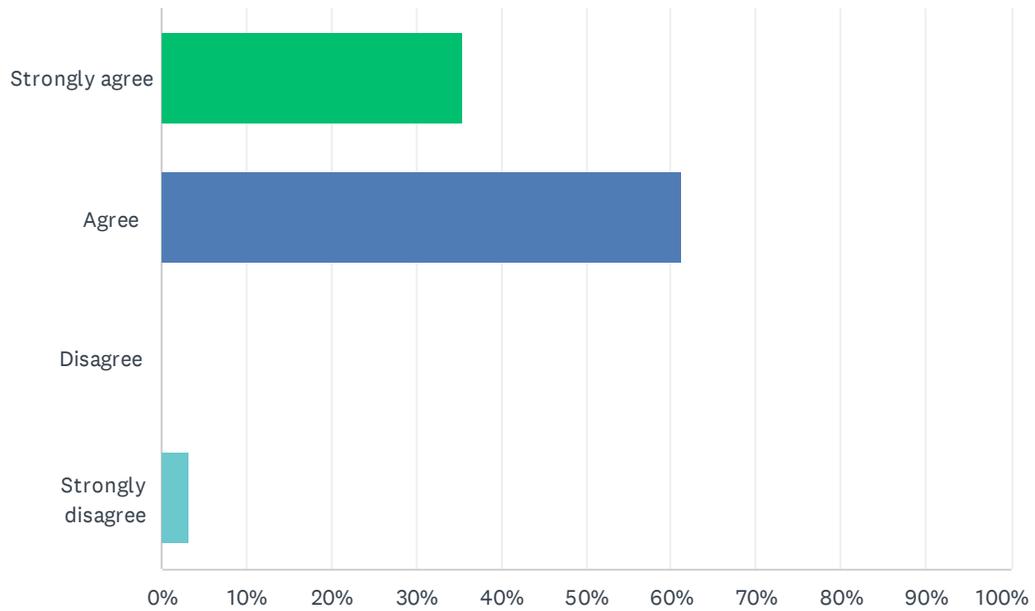
Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	84.38%	27
Disagree	12.50%	4
Strongly disagree	3.13%	1
Total Respondents: 32		

Q27 I would recommend this home to others.

Answered: 31 Skipped: 1

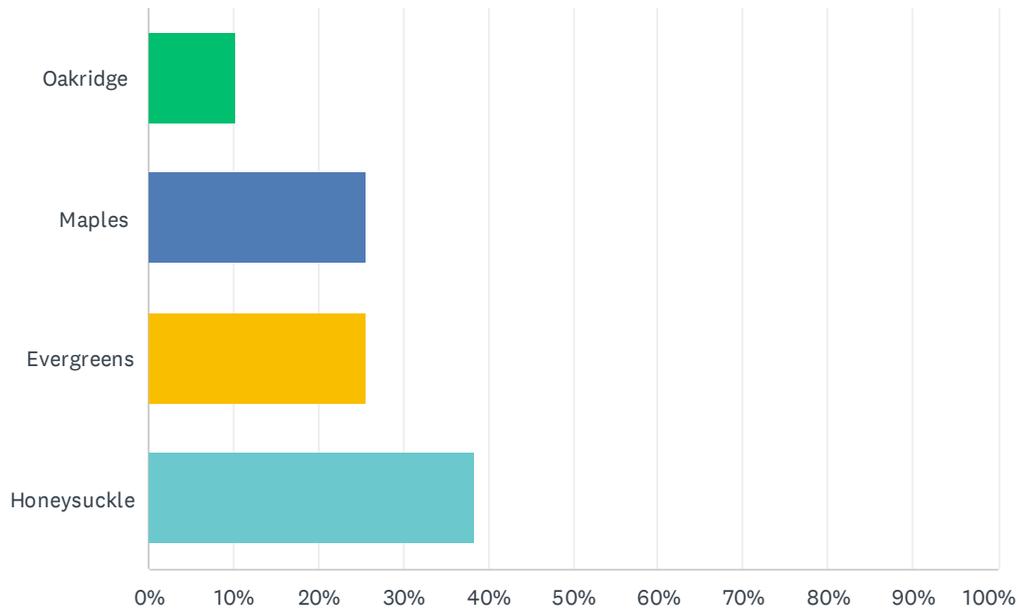


ANSWER CHOICES	RESPONSES	
Strongly agree	35.48%	11
Agree	61.29%	19
Disagree	0.00%	0
Strongly disagree	3.23%	1
Total Respondents: 31		

2025 Family Satisfaction Survey Results

Q1 My family member lives in:

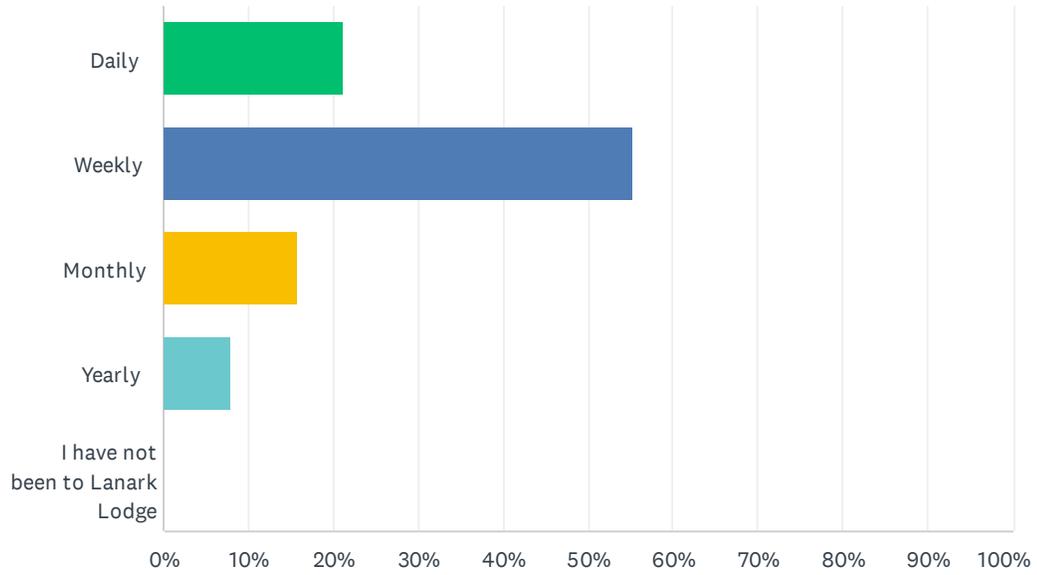
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Oakridge	10.26%	4
Maples	25.64%	10
Evergreens	25.64%	10
Honeysuckle	38.46%	15
Total Respondents: 39		

Q2 I visit the home:

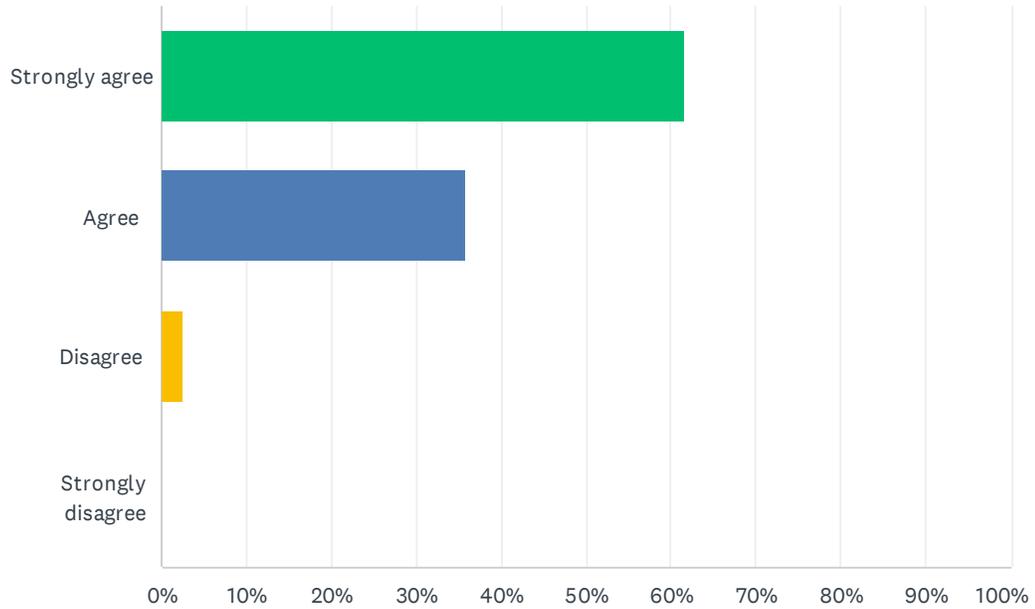
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Daily	21.05%	8
Weekly	55.26%	21
Monthly	15.79%	6
Yearly	7.89%	3
I have not been to Lanark Lodge	0.00%	0
Total Respondents: 38		

Q3 Good personal care is provided to my loved one.

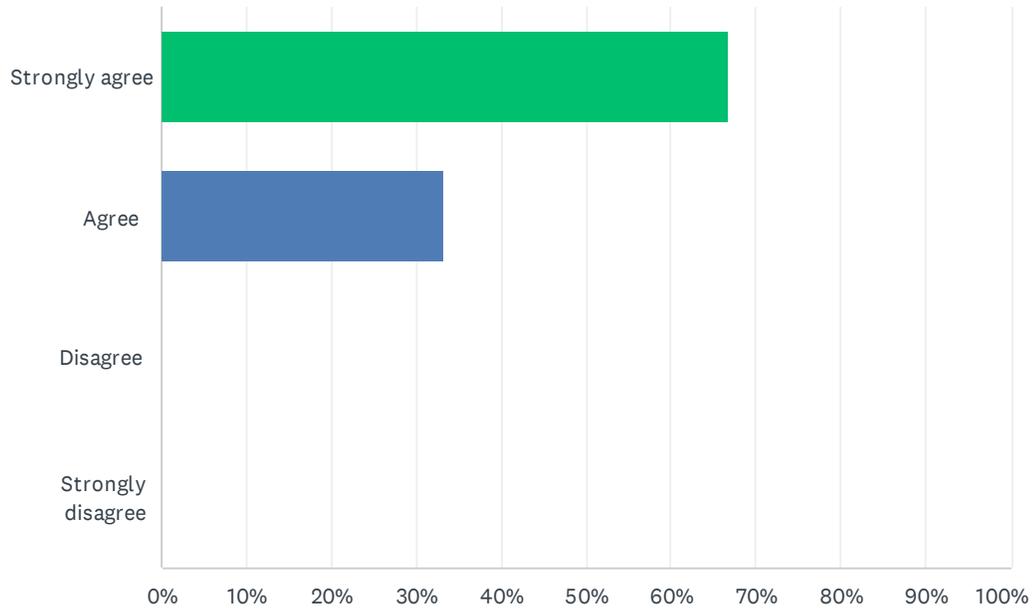
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	61.54%	24
Agree	35.90%	14
Disagree	2.56%	1
Strongly disagree	0.00%	0
Total Respondents: 39		

Q4 I am satisfied with the respect and emotional support given to my loved one.

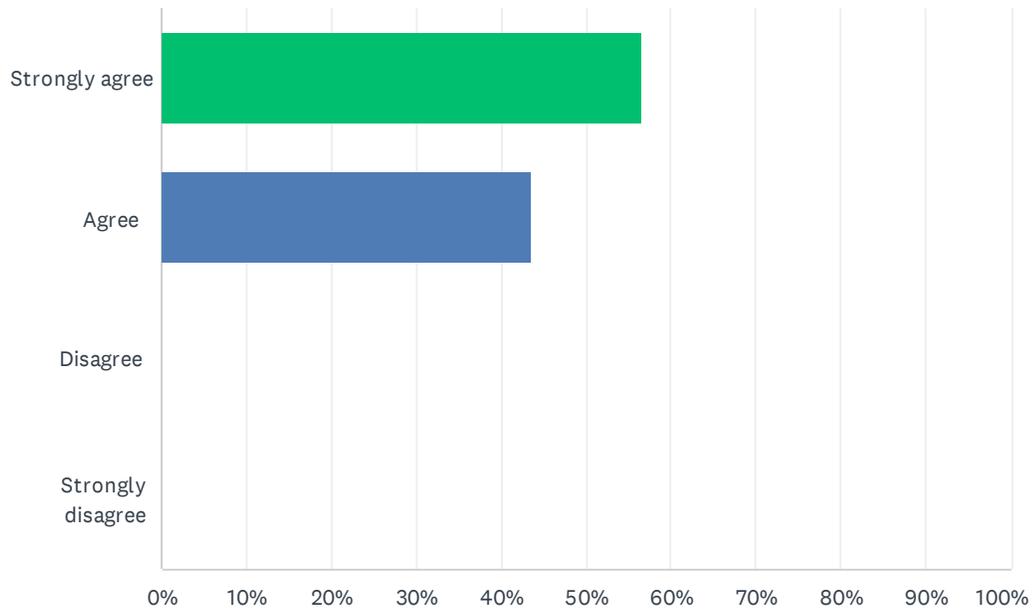
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	66.67%	26
Agree	33.33%	13
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q5 I am involved as much as I want to be in decisions about care.

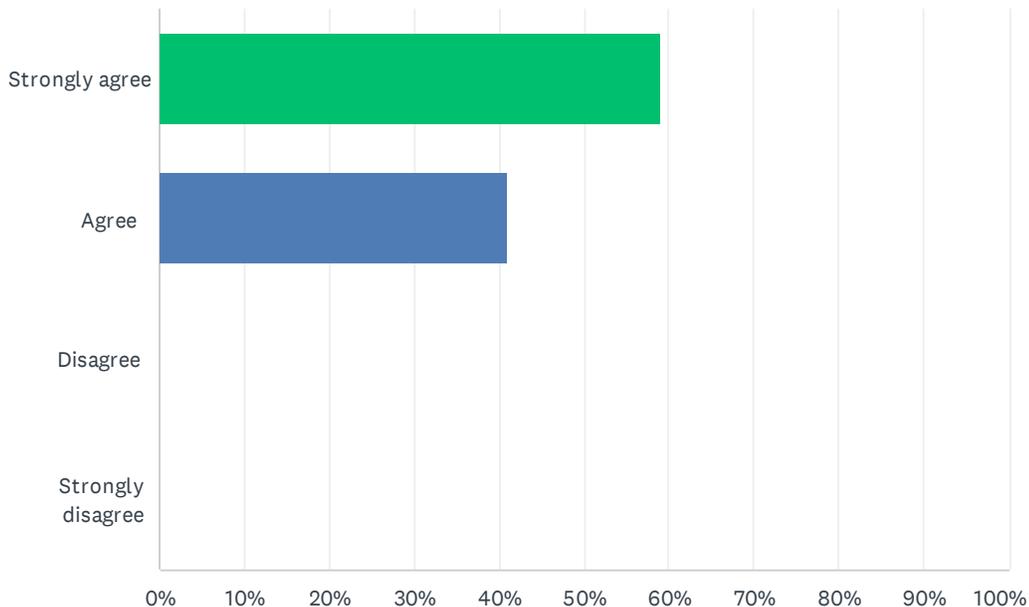
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	56.41%	22
Agree	43.59%	17
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q6 The home respects my loved one's social, cultural, religious and spiritual interests.

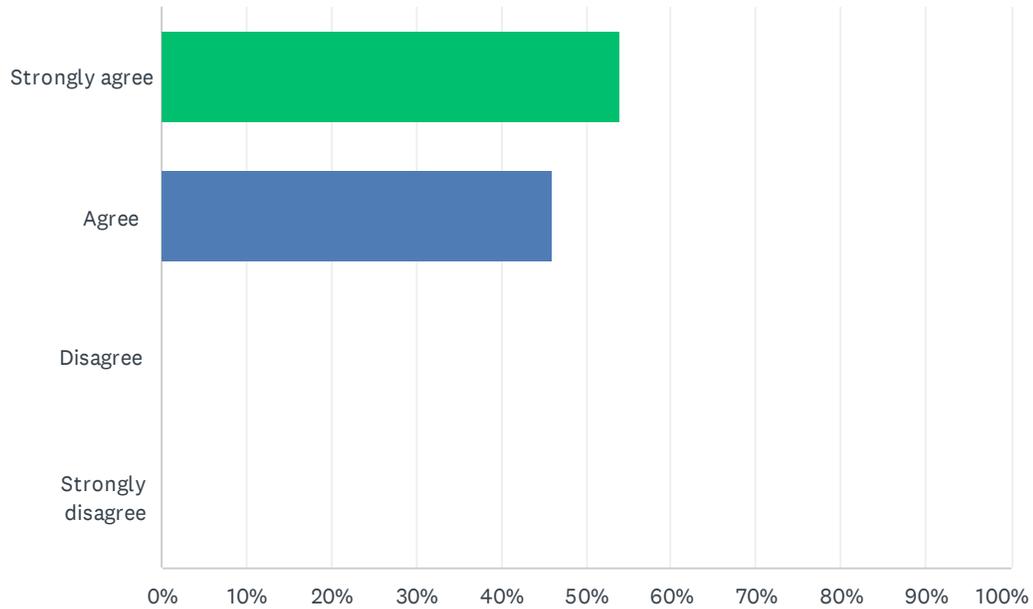
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	58.97%	23
Agree	41.03%	16
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q7 I am satisfied with the medical attention provided by the physicians and/or nurse practitioner.

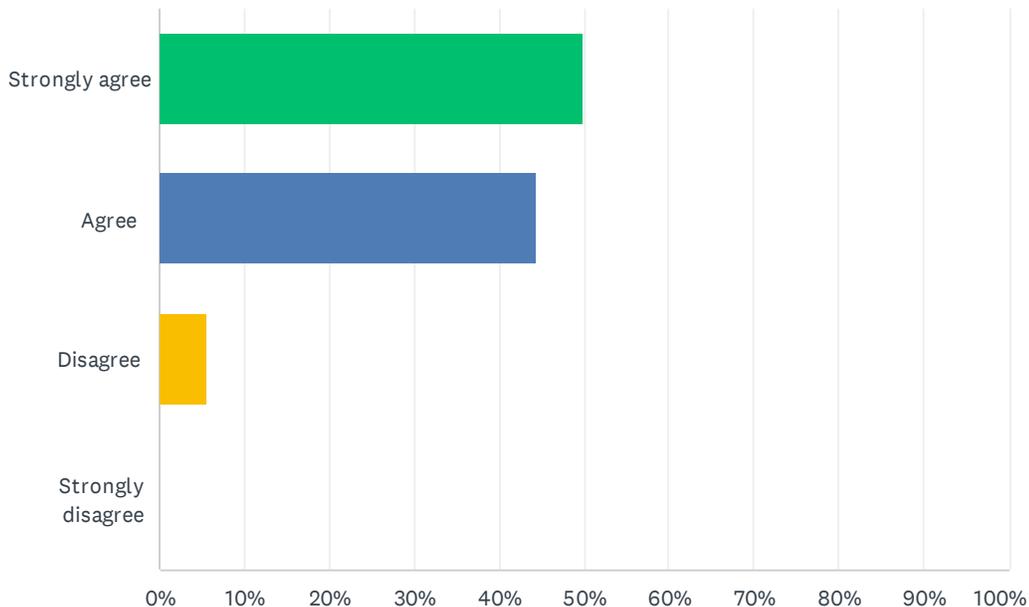
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	53.85%	21
Agree	46.15%	18
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q8 There is a variety of recreation programs that meet the needs and interests of my loved one.

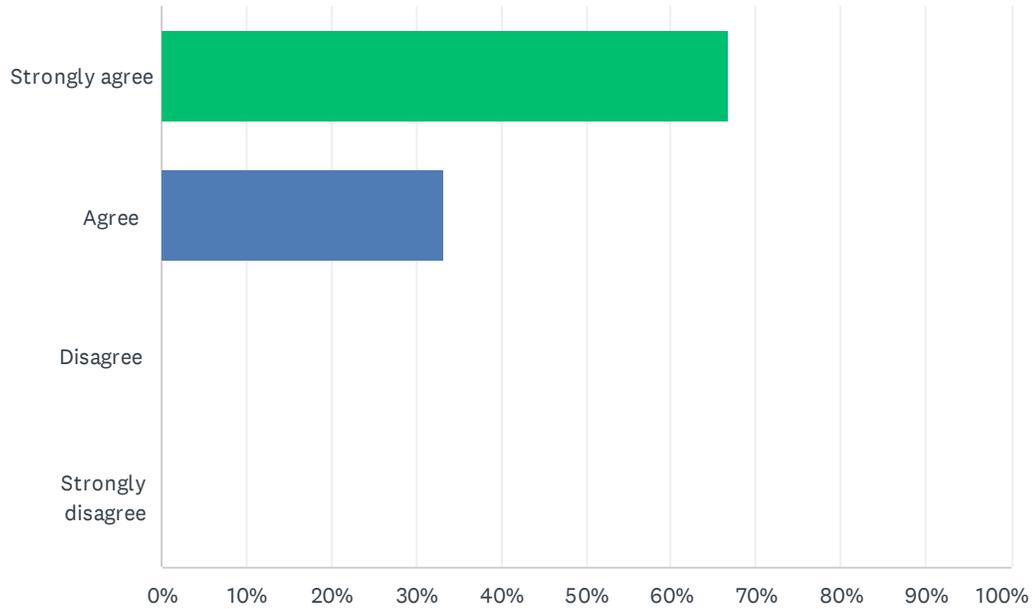
Answered: 36 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	18
Agree	44.44%	16
Disagree	5.56%	2
Strongly disagree	0.00%	0
Total Respondents: 36		

Q9 I am satisfied with the overall cleanliness of the home.

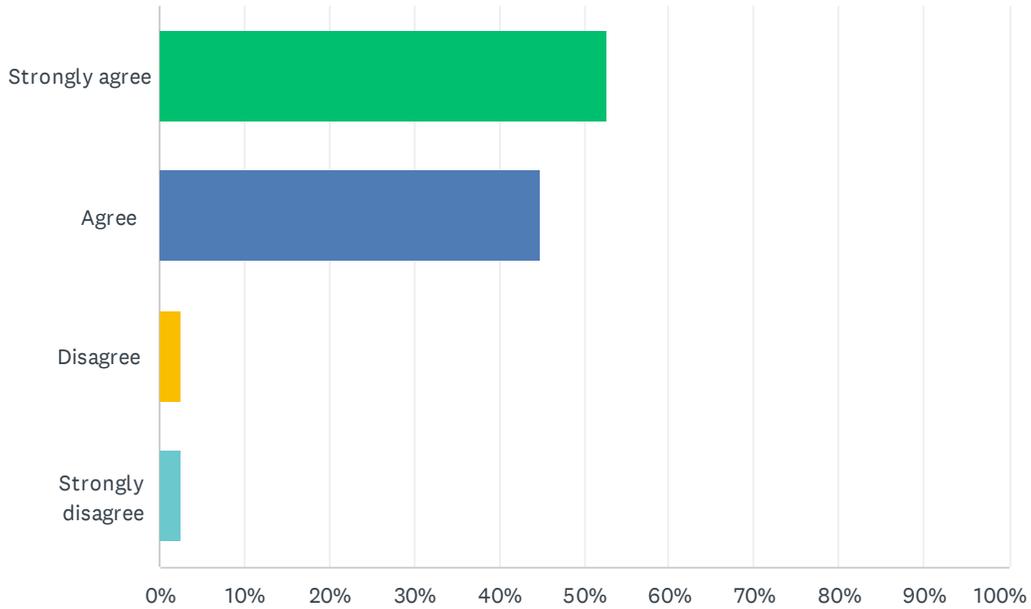
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	66.67%	26
Agree	33.33%	13
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q10 I am satisfied with the laundry services.

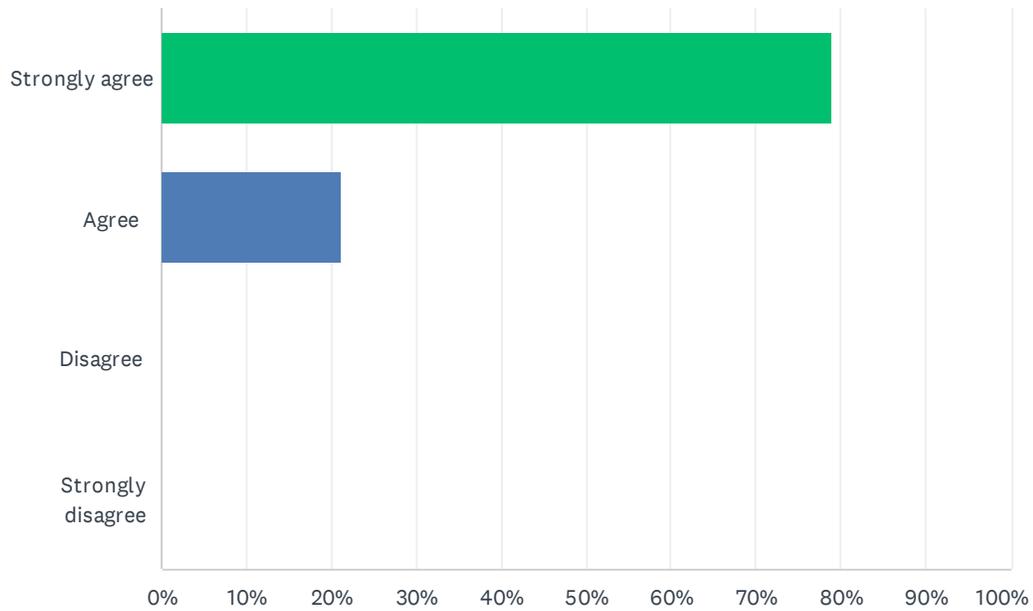
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	52.63%	20
Agree	44.74%	17
Disagree	2.63%	1
Strongly disagree	2.63%	1
Total Respondents: 38		

Q11 I am comfortable approaching a team member with my concerns.

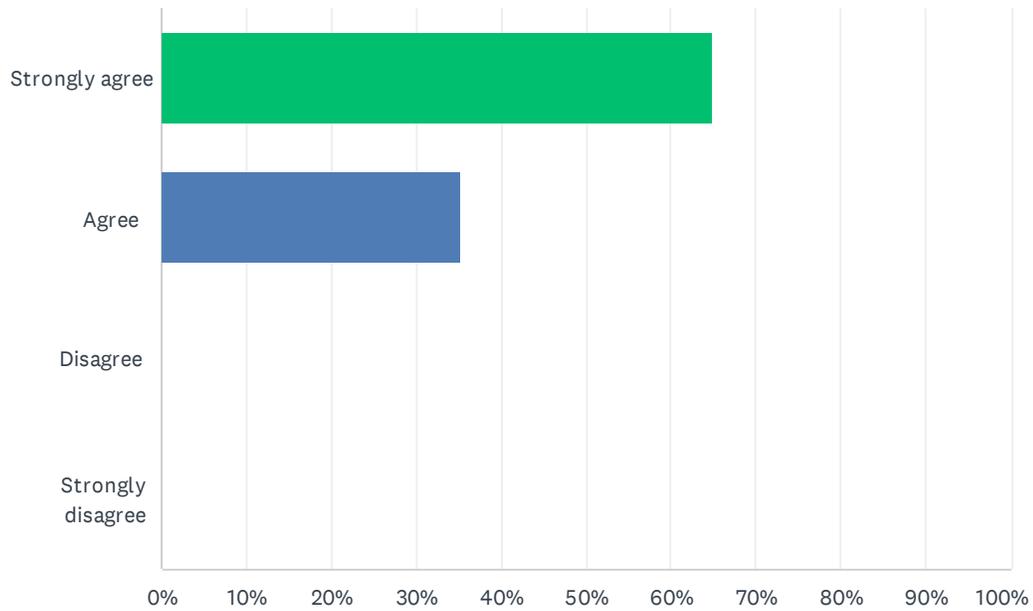
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	78.95%	30
Agree	21.05%	8
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 38		

Q12 The home resolves my concerns to my satisfaction.

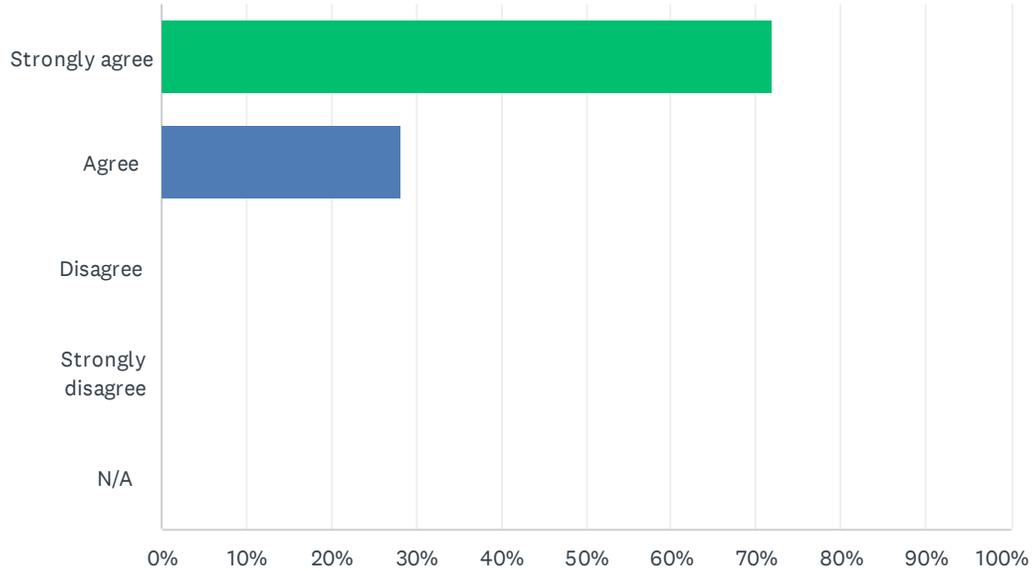
Answered: 37 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	64.86%	24
Agree	35.14%	13
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 37		

Q13 As power of attorney/substitute decision maker, I am provided with enough information regarding changes in medication, physical condition, and plan of care to provide my informed consent.

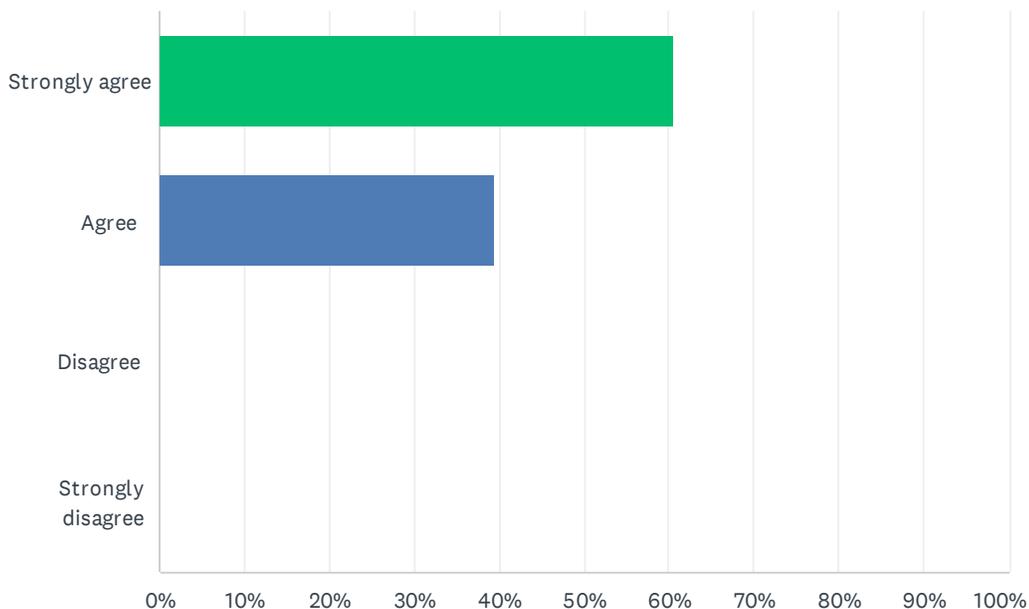
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	71.79%	28
Agree	28.21%	11
Disagree	0.00%	0
Strongly disagree	0.00%	0
N/A	0.00%	0
Total Respondents: 39		

Q14 There is a variety of meal and snack options available.

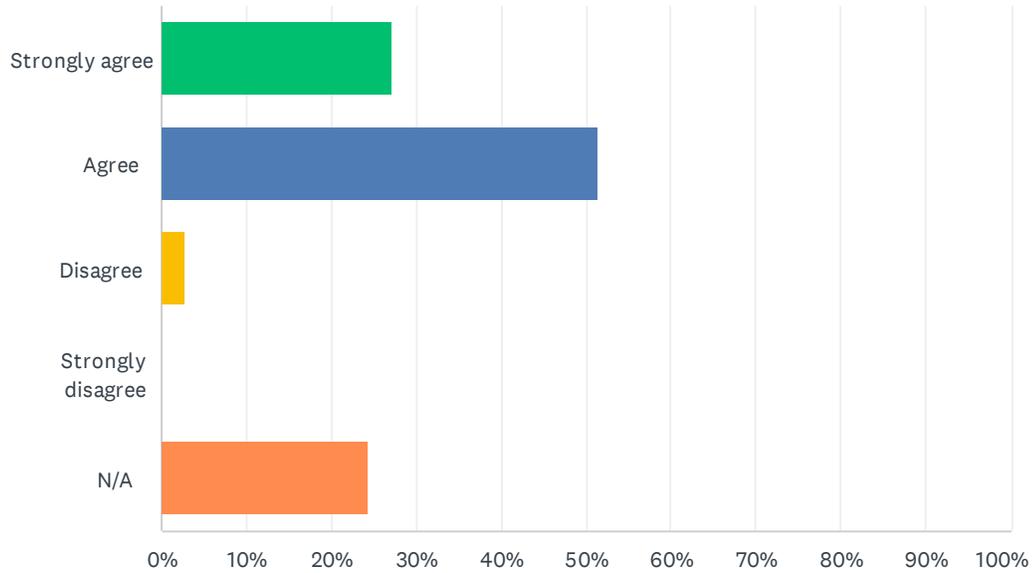
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	60.53%	23
Agree	39.47%	15
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 38		

Q15 I am satisfied with the physiotherapy services.

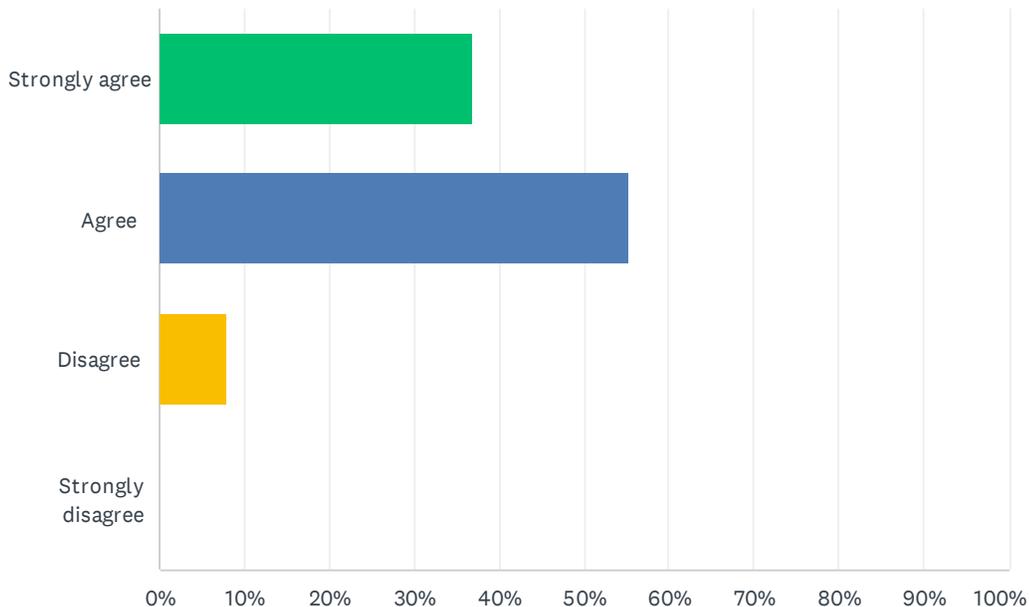
Answered: 37 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	27.03%	10
Agree	51.35%	19
Disagree	2.70%	1
Strongly disagree	0.00%	0
N/A	24.32%	9
Total Respondents: 37		

Q16 I am aware of how I can access external healthcare services (e.g. dental, foot care, hairdresser).

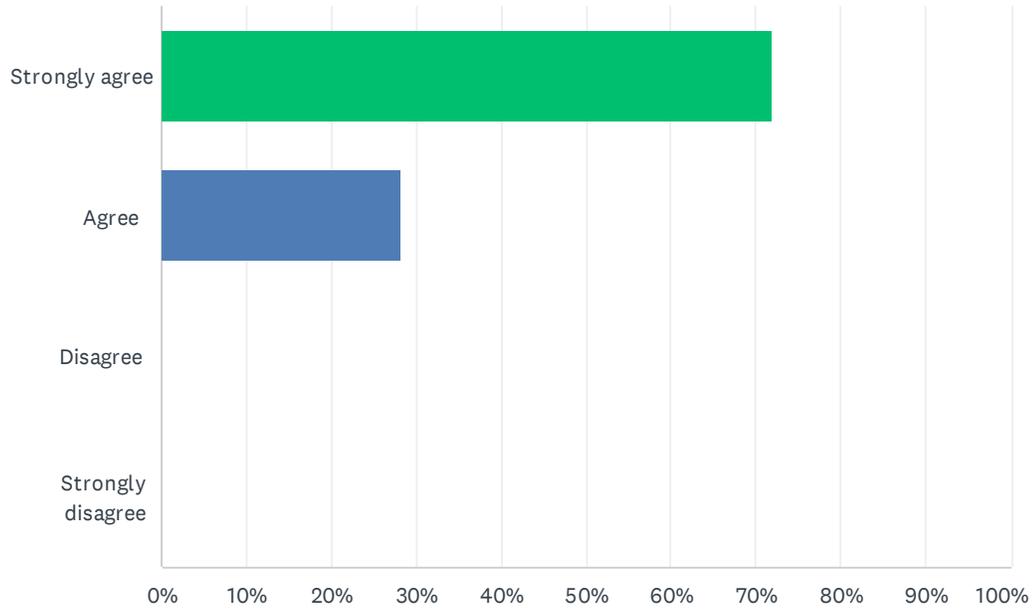
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	36.84%	14
Agree	55.26%	21
Disagree	7.89%	3
Strongly disagree	0.00%	0
Total Respondents: 38		

Q17 I would recommend this home to others.

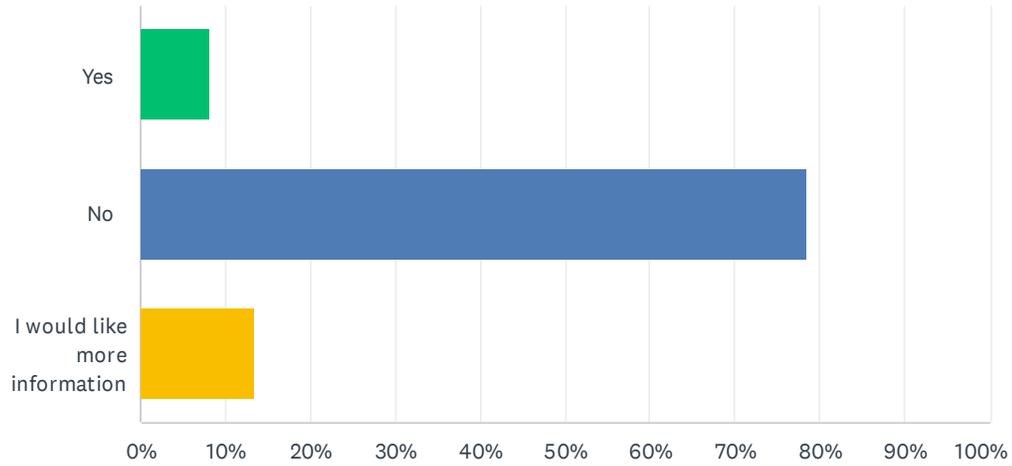
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	71.79%	28
Agree	28.21%	11
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total Respondents: 39		

Q18 Are you interested in participating in the Family and Friends Council?

Answered: 37 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	8.11%	3
No	78.38%	29
I would like more information	13.51%	5
Total Respondents: 37		