

## 2024 Family & Caregiver Experience Survey Results

The purpose of the Family & Caregiver Experience Survey is to engage and receive feedback from the Families & Essential Family Caregivers of Shalom Manor. This survey will help us better understand the Resident experience and help measure the quality of care provided to Residents at Shalom Manor.

With Resident & Family Council approval, the surveys were distributed in the same format as previous years, electronically, using Google Forms.

In November all Power of Attorneys (POAs) were emailed requesting their feedback on the year of 2024. The email introduced the Family/Caregiver Experience Survey and a link to the survey. POA's were encouraged to collaborate with their loved one's Essential Family Caregiver as they completed the survey.

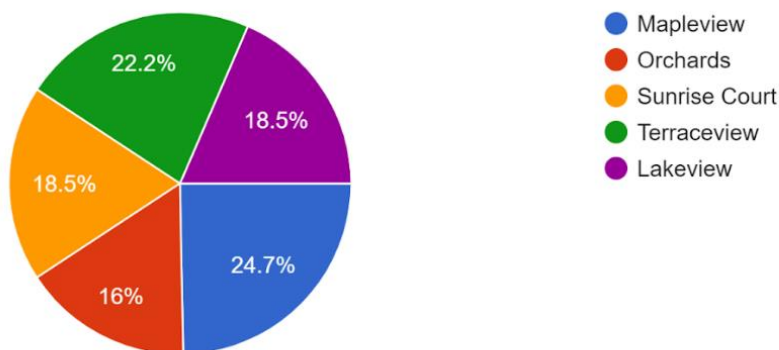
POA's were informed that Shalom would be conducting Resident Experience Surveys also. Residents who were able to answer independently would be approached by staff or trained Volunteers, assisting them with the survey and scribing their responses using an Ipad. POAs who were interested in scribing for their loved one could request the link or hardcopy of the Resident Experience Survey to complete it that way.

**A total of 81 Family & Essential Family Caregivers Surveys were collected for the 2024 year.**  
(2023- 66 surveys were completed).

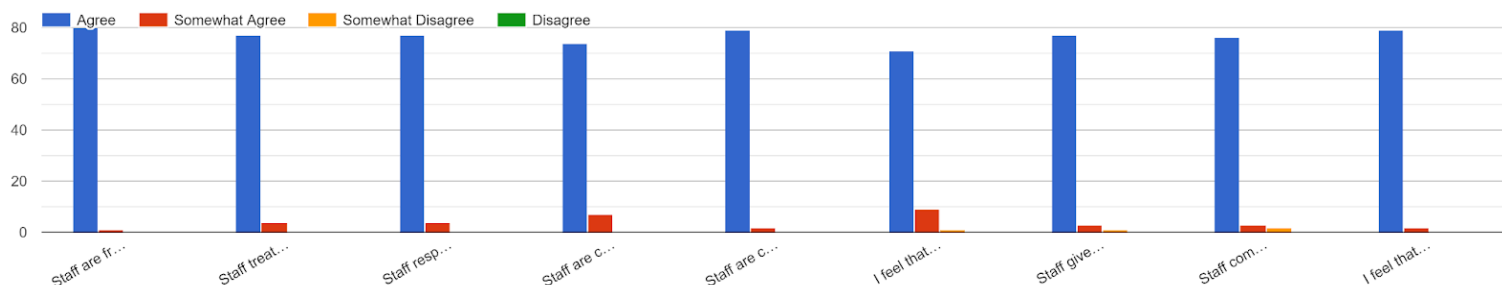
### Response Level by Home Area

What home area is your loved one/ family member currently living on?

81 responses



## Experience with Staff



### 1. Staff are friendly towards my loved one.

Response	Frequency	2024	2023
Agree	80	98.8%	100%
Somewhat Agree	1	1.2%	0%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

### 2. Staff treat my loved one with dignity and respect.

Response	Frequency	2023	2023
Agree	77	95.1%	98.3%
Somewhat Agree	4	4.9%	0%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	1.7%

### 3. Staff respect my loved one's privacy.

Response	Frequency	2024	2023
Agree	77	95.1%	98.5%
Somewhat Agree	4	4.9%	1.5%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

### 4. Staff are competent.

Response	Frequency	2024	2023
Agree	74	91.4%	90.9%
Somewhat Agree	7	8.6%	9.1%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

5. Staff are compassionate.

Response	Frequency	2024	2023
Agree	79	97.5%	98.5%
Somewhat Agree	2	2.5%	1.5%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

6. I feel that staff check on my loved one enough to ensure their comfort, safety, and needs are met.

Response	Frequency	2024	2023
Agree	71	87.7%	90.9%
Somewhat Agree	9	11.1%	6.1%
Somewhat Disagree	1	1.2%	1.5%
Disagree	0	0%	1.5%

7. Staff give me the information I need to make good decisions for my loved one.

Response	Frequency	2024	2023
Agree	77	95.1%	86.4%
Somewhat Agree	3	3.7%	12.1%
Somewhat Disagree	1	1.2%	1.5%
Disagree	0	0%	0%

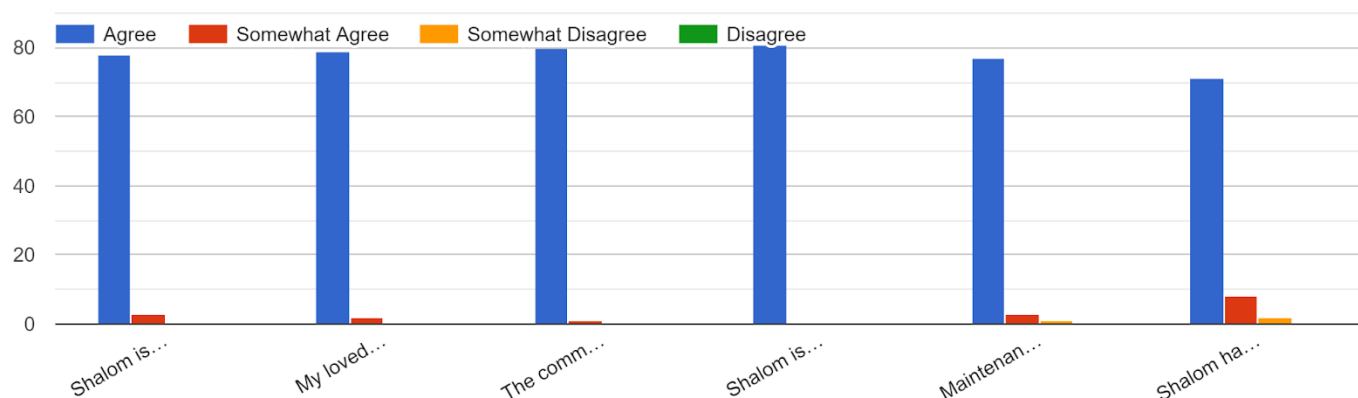
8. Staff communicate well with me.

Response	Frequency	2024	2023
Agree	76	93.8%	81.9%
Somewhat Agree	3	3.7%	12.1%
Somewhat Disagree	2	2.5%	3%
Disagree	0	0%	3%

9. I feel that staff care for my loved one.

Response	Frequency	2024	2023
Agree	79	97.5%	94%
Somewhat Agree	2	2.5%	4.5%
Somewhat Disagree	0	0%	1.5%
Disagree	0	0%	0%

## Homelike Environment



1. Shalom is a comfortable place to visit.

Response	Frequency	2024	2023
Agree	78	96.3%	92.4%
Somewhat Agree	3	3.7%	7.6%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

2. My loved one's bedroom and washroom are kept clean.

Response	Frequency	2024	2023
Agree	79	97.5%	90.9%
Somewhat Agree	2	2.5%	7.6%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	1.5%

3. The common areas are kept clean.

Response	Frequency	2024	2023
Agree	80	98.8%	98.5%
Somewhat Agree	1	1.2%	1.5%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

4. Shalom Manor is well maintained.

Response	Frequency	2024	2023
Agree	81	100%	95.5%

Somewhat Agree	0	0%	4.5%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

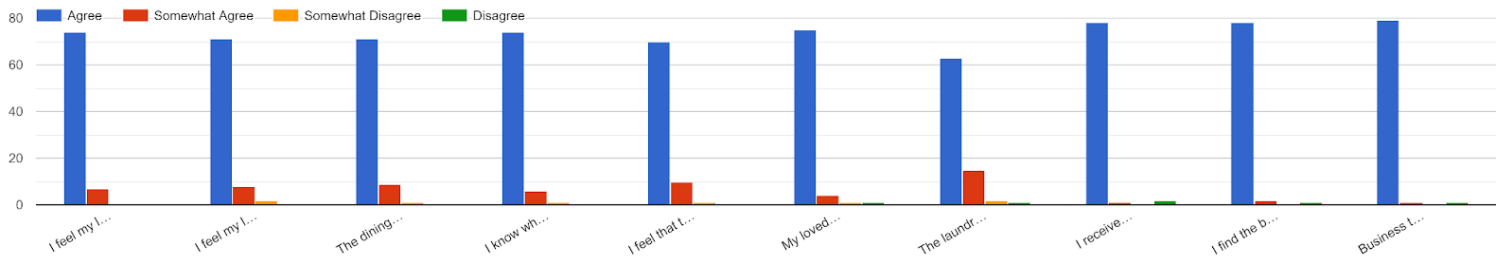
5. Maintenance issues are dealt with quickly.

Response	Frequency	2024	2023
Agree	77	95.1%	100%
Somewhat Agree	3	3.7%	0%
Somewhat Disagree	1	1.2%	0%
Disagree	0	0%	0%

6. Shalom has a home-like environment (rather than an institution).

Response	Frequency	2024	2023
Agree	71	87.6%	86.4%
Somewhat Agree	8	9.9%	10.6%
Somewhat Disagree	2	2.5%	3%

## Satisfaction with Services



1. I feel my loved one receives enough to eat and drink.

Response	Frequency	2024	2023
Agree	74	91.4%	97%
Somewhat Agree	7	8.6%	3%
Somewhat Disagree	0	0%	0%
Disagree	0	0%	0%

2. I feel my loved one is given the opportunity to eat the foods they want.

Response	Frequency	2024	2023
Agree	71	87.7%	86.4%

Somewhat Agree	8	9.9%	9.1%
Somewhat Disagree	2	2.5%	4.5%
Disagree	0	0%	0%

3. The dining room is a pleasant environment (i.e. residents are given the opportunity to make meal choices, noise is minimal, staff talk to residents, etc.)

Response	Frequency	2024	2023
Agree	71	87.7%	90.9%
Somewhat Agree	9	11.1%	7.6%
Somewhat Disagree	0	0%	0%
Disagree	1	1.2%	1.5%

4. I know how to access a copy of the monthly recreational calendar.

Response	Frequency	2024	2023
Agree	74	91.4%	95.5%
Somewhat Agree	6	7.4%	3%
Somewhat Disagree	1	1.2%	0%
Disagree	0	0%	1.5%

5. I feel that the programs that are offered are things my loved one wants to do and/or is able to participate in.

Response	Frequency	2024	2023
Agree	70	86.4%	84.9%
Somewhat Agree	10	12.3%	13.6%
Somewhat Disagree	1	1.2%	0%
Disagree	0	0%	1.5%

6. My loved one can access their preferred religious/spiritual services in the Home.

Response	Frequency	2024	2023
Agree	75	92.6%	89.4%
Somewhat Agree	4	4.9%	9.1%
Somewhat Disagree	1	1.2%	0%
Disagree	1	1.2%	1.5%

7. The laundry service meets my loved one's needs (i.e. clothing is labelled and returned quickly, clothing is returned in good condition, clothing is nicely placed in the closet.

Response	Frequency	2024	2023
Agree	63	77.8%	72.8%
Somewhat Agree	15	18.5%	18.2%
Somewhat Disagree	2	2.5%	4.5%

Disagree	1	1.2%	4.5%
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8. I receive monthly bills/invoices in a timely manner.

Response	Frequency	2024	2023
Agree	78	96.3%	92.4%
Somewhat Agree	1	1.2%	6.1%
Somewhat Disagree	0	0%	1.5%
Disagree	2	2.5%	0%

9. I find the billing system/invoices easy to understand.

Response	Frequency	2024	2023
Agree	78	96.3%	98.5%
Somewhat Agree	2	2.5%	1.5%
Somewhat Disagree	0	0%	0%
Disagree	1	1.2%	0%

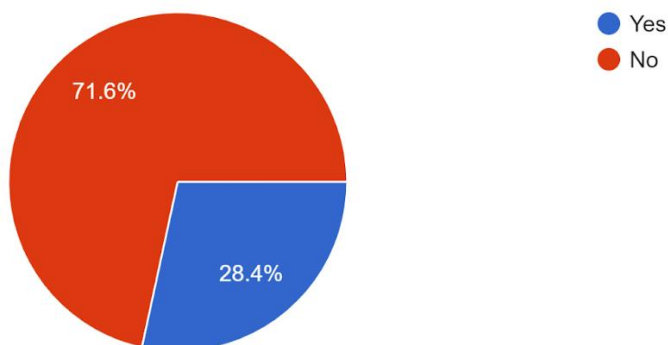
10. Business transactions and questions regarding my loved one's finances are dealt with efficiently and confidentially.

Response	Frequency	2024	2023
Agree	79	97.5%	92.4%
Somewhat Agree	1	1.2%	7.6%
Somewhat Disagree	0	0%	0%
Disagree	1	1.2%	0%

## Concern or Complaint Resolution

In the past 3 months have you raised a concern or complaint?

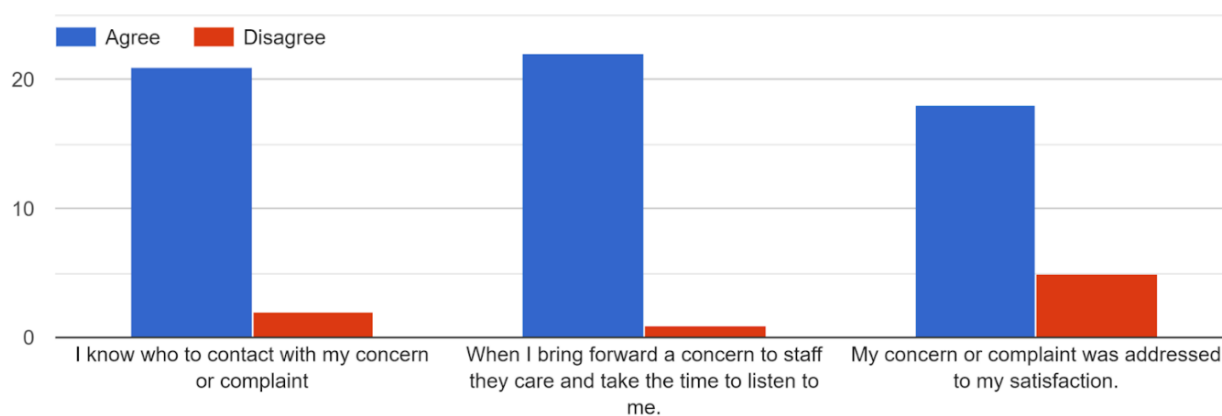
81 responses



Response	Frequency	2024	2023
Yes	23	28.4%	33.3%
No	58	71.6%	66.7%

Only people who answered yes to the above question were asked the following: (23 Responses)

Please answer the following questions based on your experience with raising a concern or complaint.





1. I knew who to contact with my concern or complaint.

Response	Frequency	2024	2023
Agree	21	91.3%	81.8%
Disagree	2	8.7%	18.2%

2. When I bring forward a concern to staff they care and take the time to listen to me.

Response	Frequency	2024	2023
Agree	22	95.7%	90.1%
Disagree	1	4.3%	9.1%

4. My concern or complaint was addressed to my satisfaction.

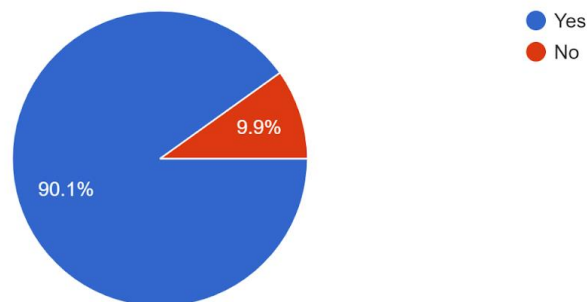
Response	Frequency	2024	2023
Agree	18	78.3%	59.1%
Disagree	5	21.7%	40.9%

## Overall Satisfaction

1. Are you the POA of care for your loved one?

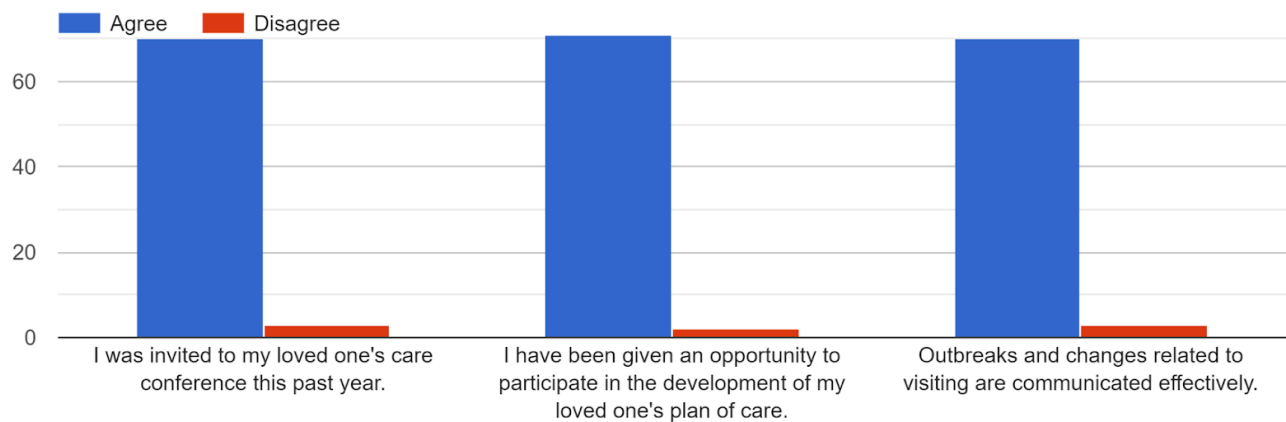
Are you the POA of care for your loved one?

81 responses



Response	Frequency	Percent
Yes	73	90.1%
No	8	9.9%

Only those who answered yes the above question were asked to answer the following questions: (73 responses)



2. I was invited to my loved one's care conference this past year.

Response	Frequency	2024	2023
Agree	70	95.9%	93.1%
Disagree	3	4.1%	6.9%

3. I have been given an opportunity to participate in the development of my loved one's plan of care.

Response	Frequency	2024	2023
Agree	71	97.3%	96.6%
Disagree	2	2.7%	3.4%

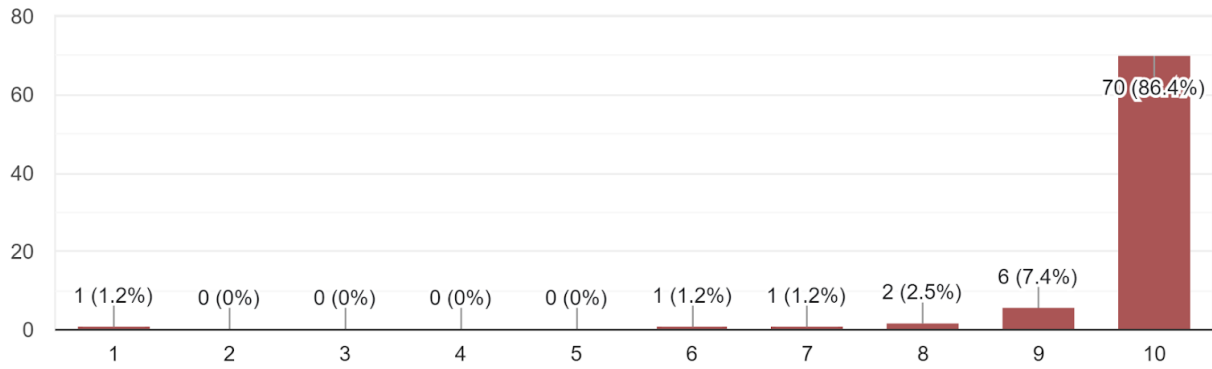
4. Outbreaks and changes related to visiting are communicated effectively.

Response	Frequency	2024	2023
Agree	70	95.9%	96.6%
Disagree	3	4.1%	3.4%

## Final Question:

On a scale of 1 to 10. Would you recommend this home to others?

81 responses



(2023 – 81.8% selected 10)