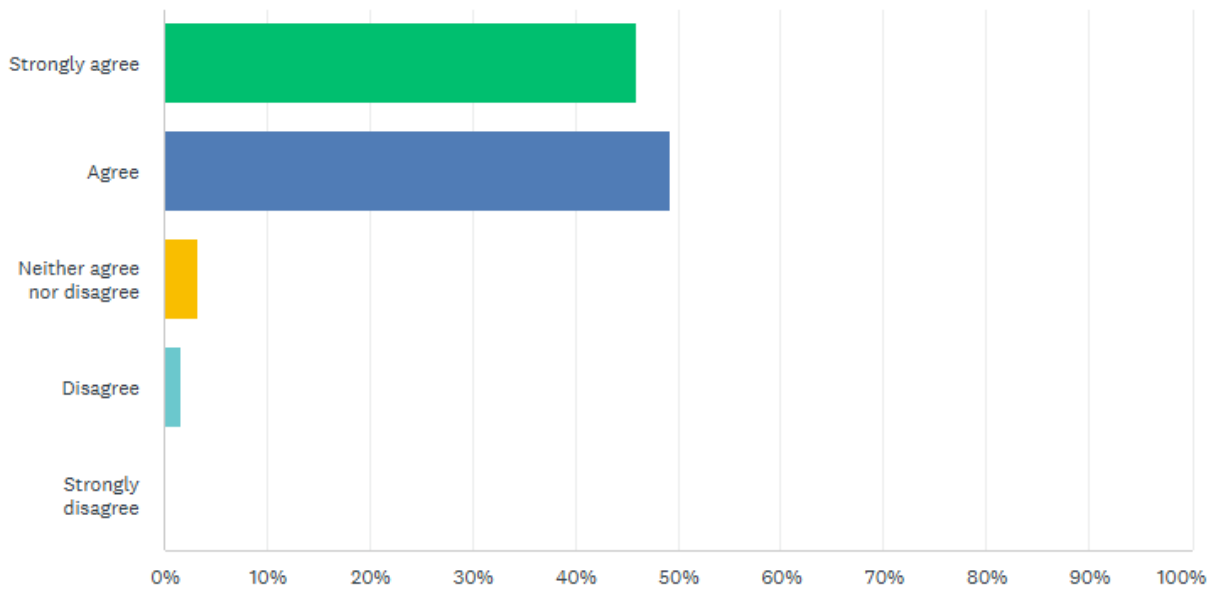


Spruce Lodge Family Engagement Survey 2024

ABOUT SPRUCE LODGE: The overall atmosphere at Spruce Lodge is welcoming.



Answered: 61 Skipped: 0



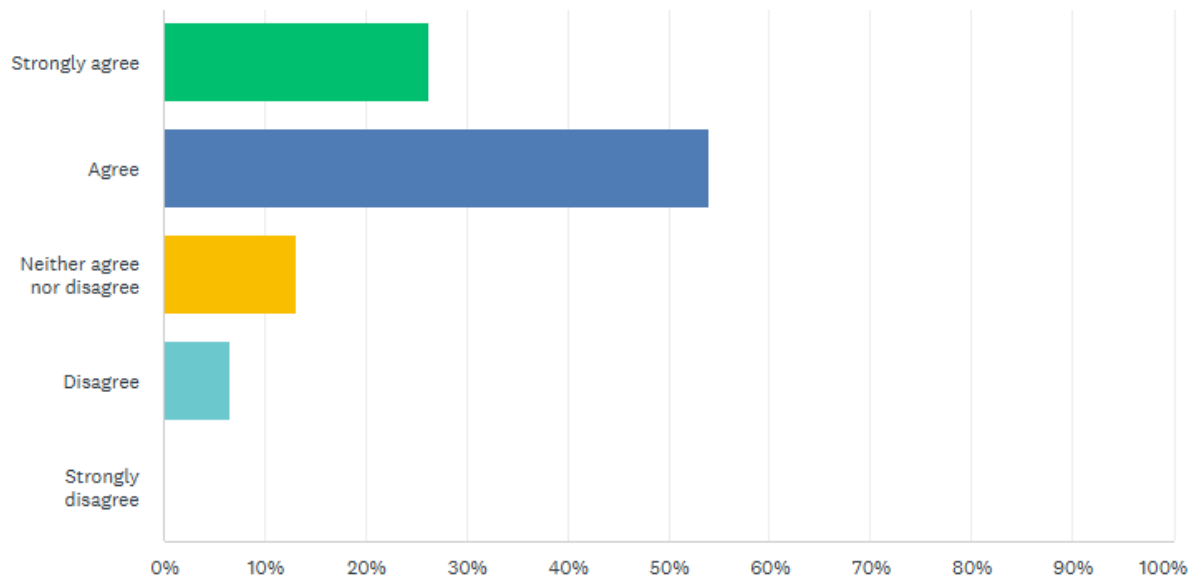
Spruce Lodge Family Engagement Survey 2024



I know who to contact if I have a question or concern.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

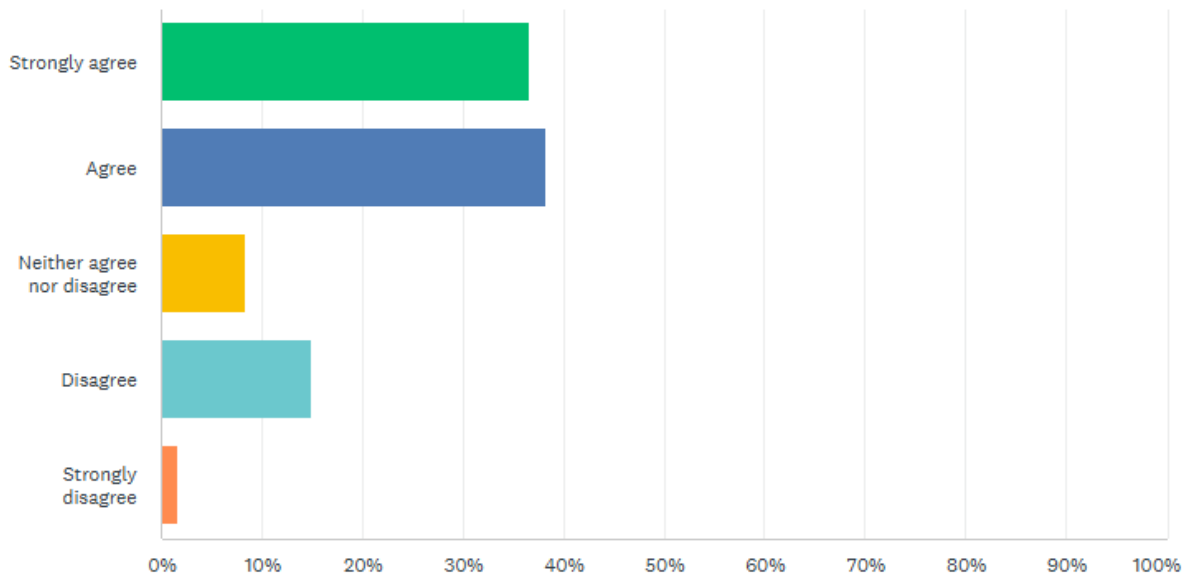


Spruce Lodge Family Engagement Survey 2024

Based on my experiences, I have trust in the team at Spruce Lodge.



Answered: 60 Skipped: 1



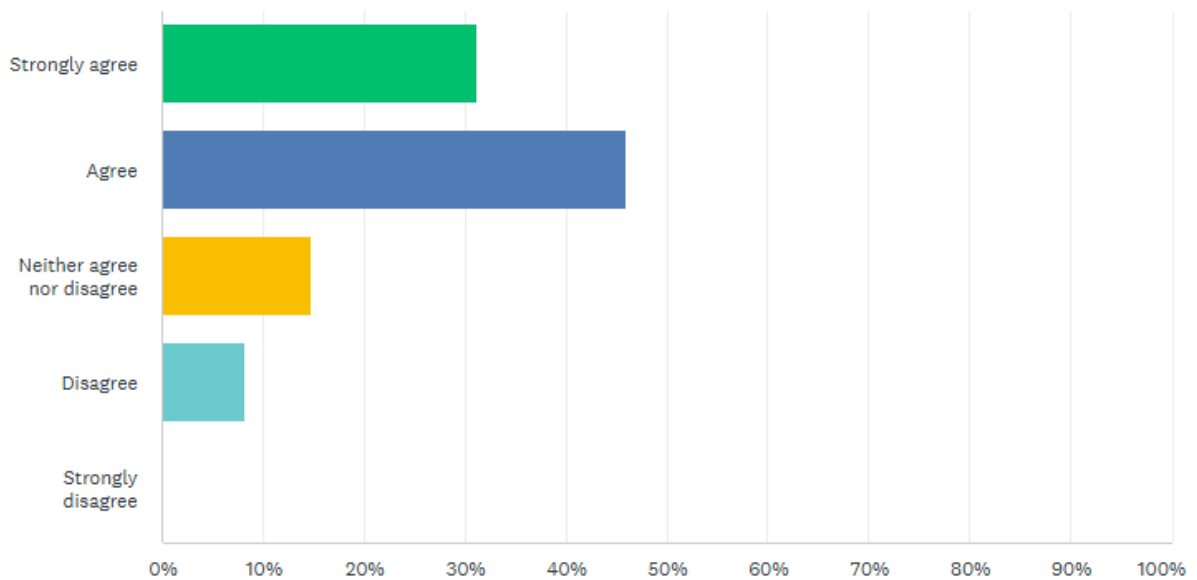
Spruce Lodge Family Engagement Survey 2024



My resident feels safe and secure.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

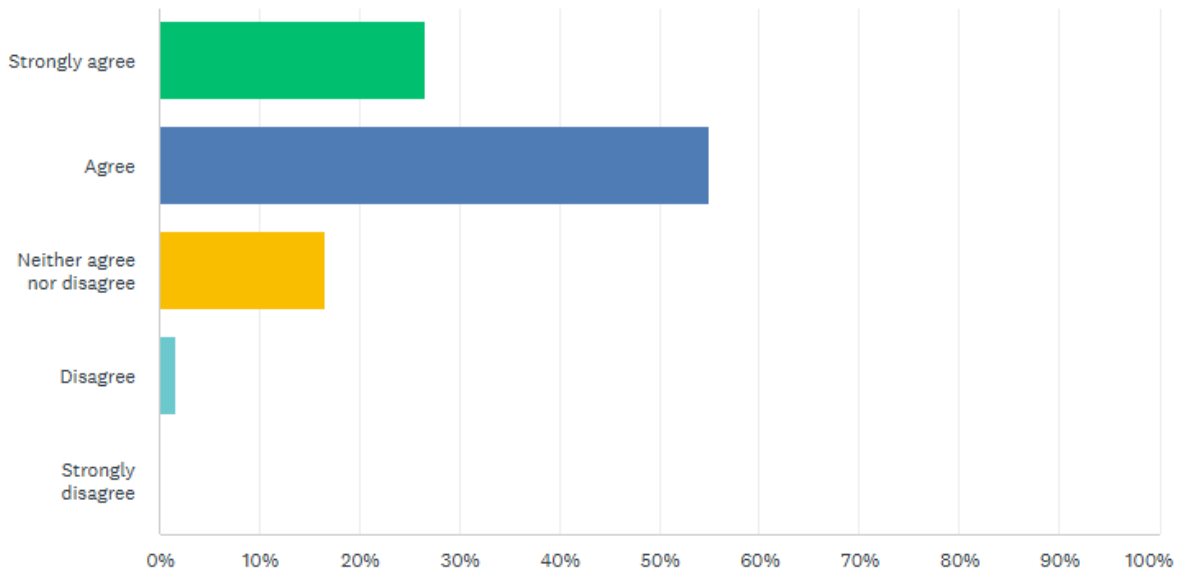


Spruce Lodge Family Engagement Survey 2024

Spruce Lodge respects my resident's culture and diversity.



Answered: 60 Skipped: 1



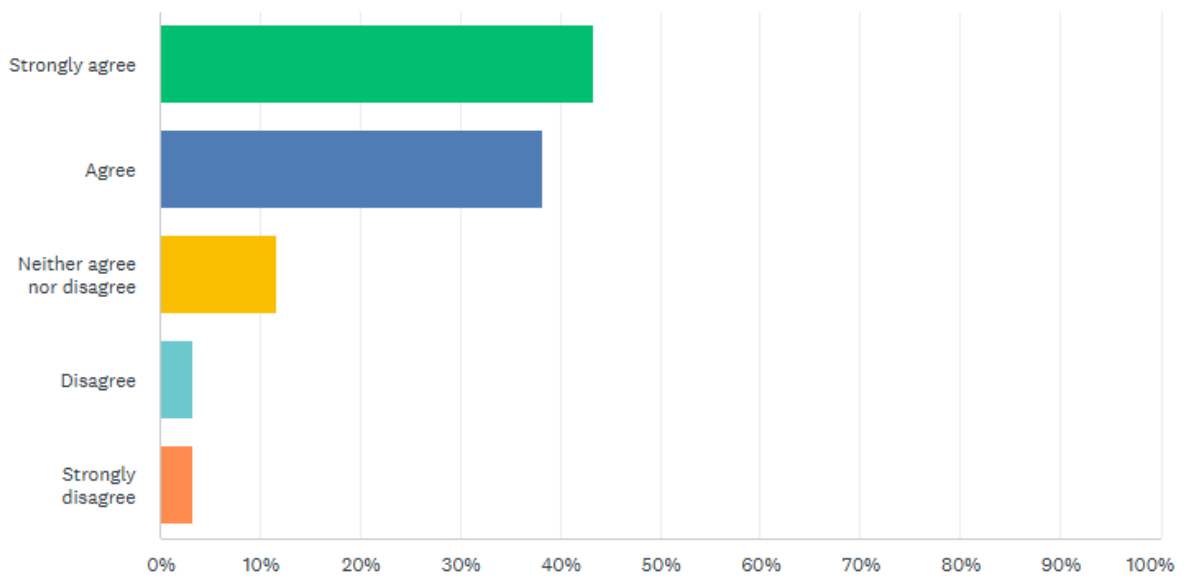
Spruce Lodge Family Engagement Survey 2024



I would recommend Spruce Lodge to others in the community.



Answered: 60 Skipped: 1



Spruce Lodge Family Engagement Survey 2024

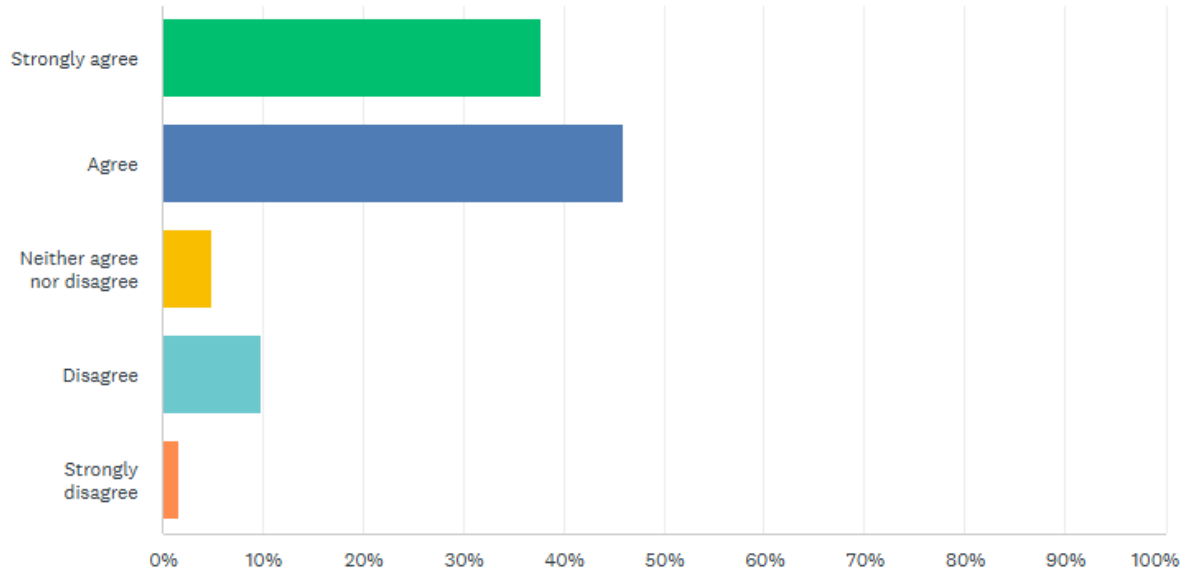


Spruce Lodge Family Engagement Survey 2024

I am aware that Spruce Lodge has a Family Council.



Answered: 61 Skipped: 0



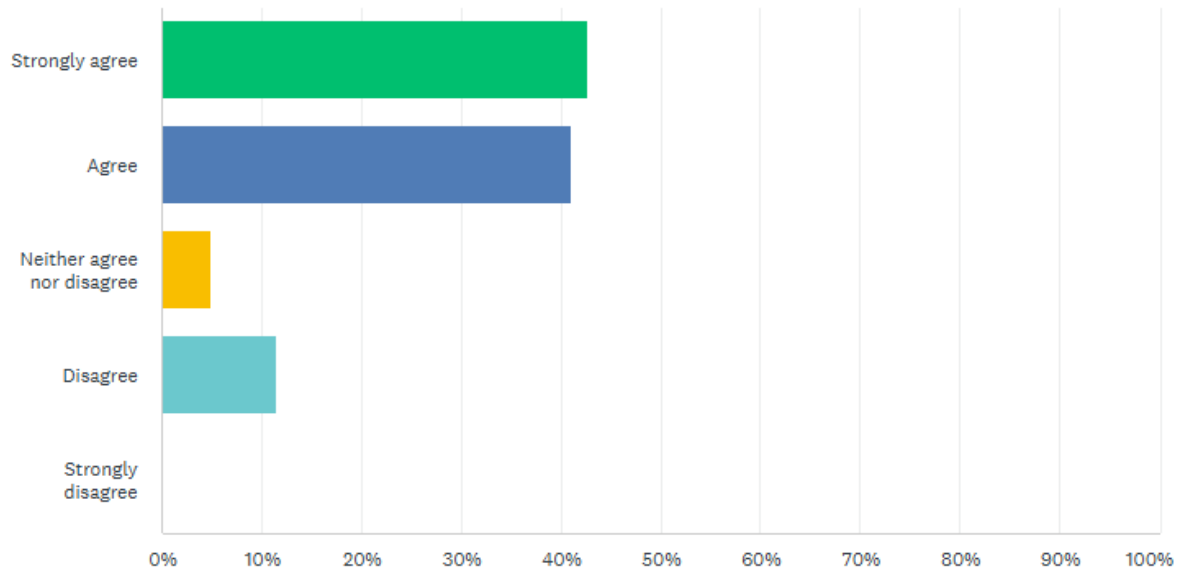
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR HOME: The home is clean.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

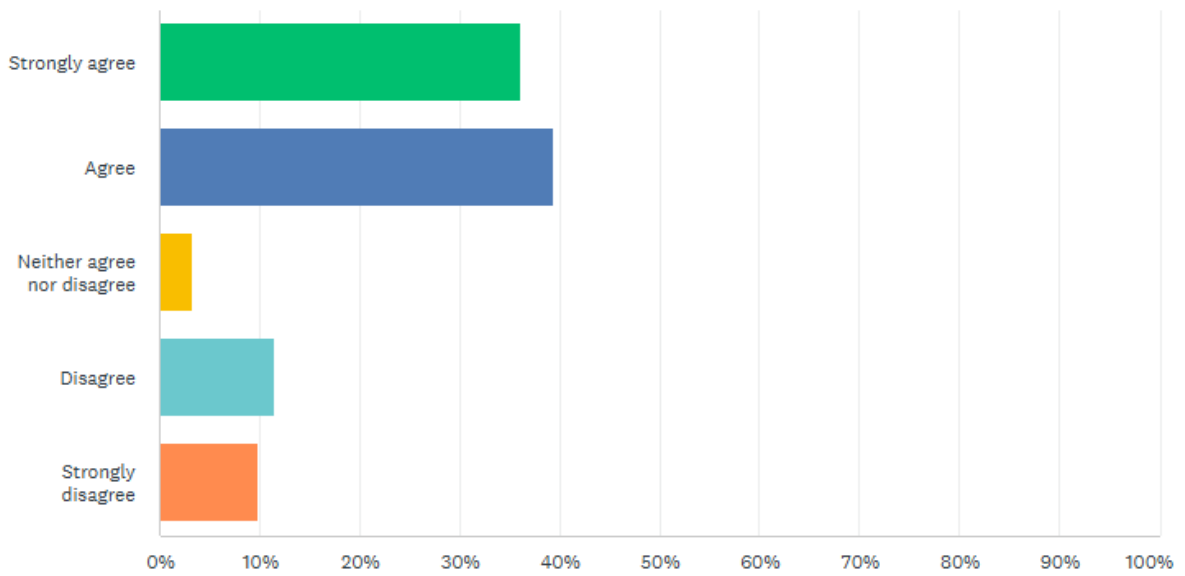


Spruce Lodge Family Engagement Survey 2024

The home is free of odours.



Answered: 61 Skipped: 0



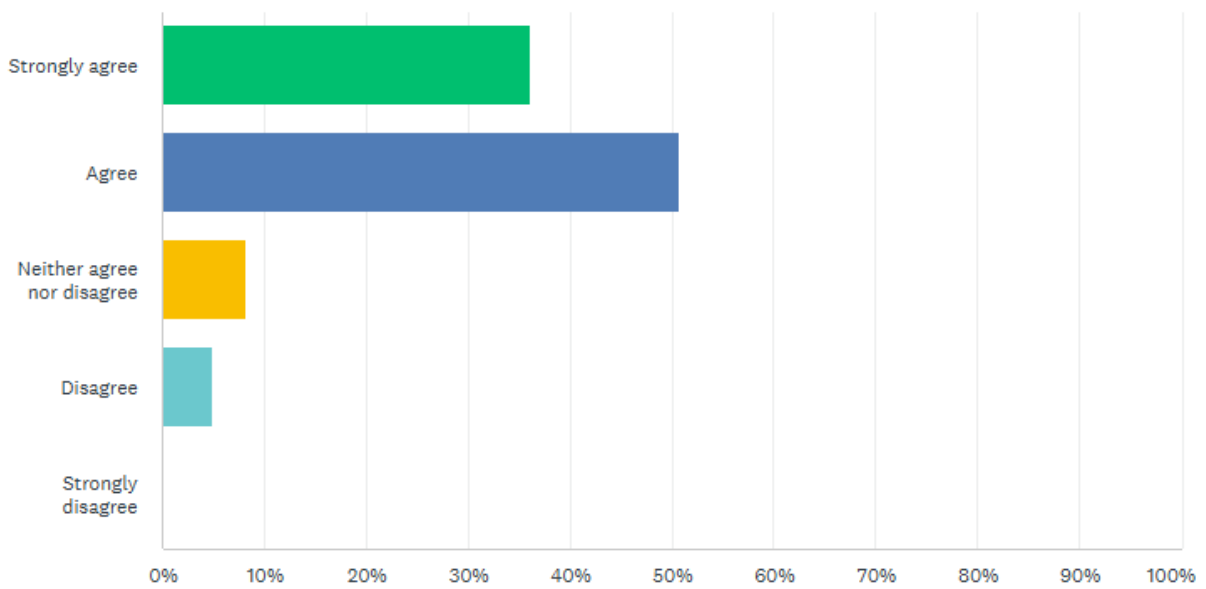
Spruce Lodge Family Engagement Survey 2024



The outdoor grounds are attractive and well maintained.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

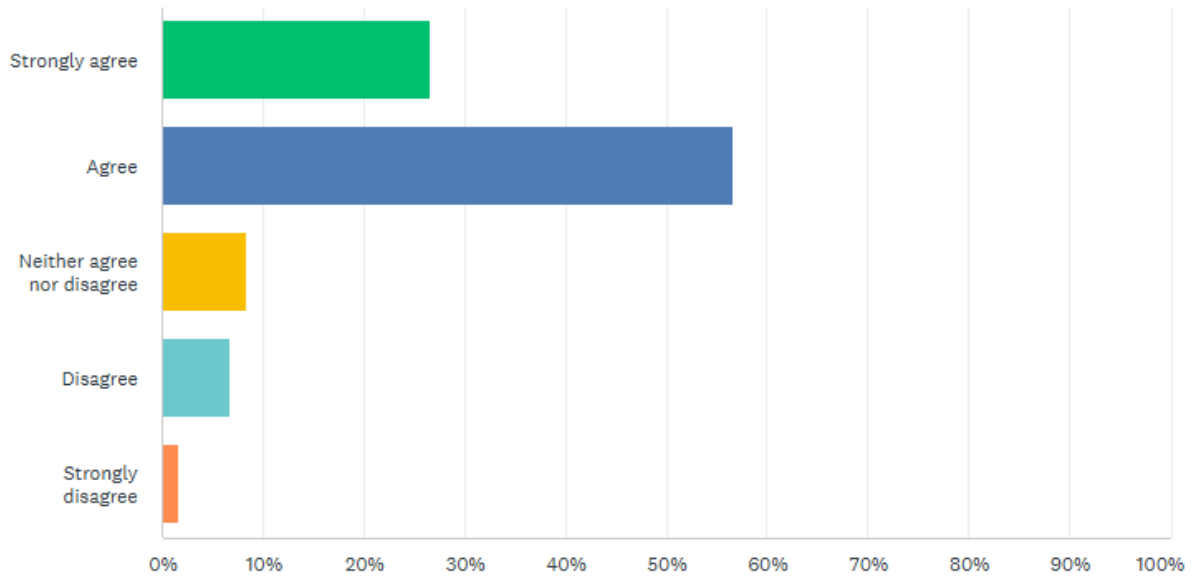


Spruce Lodge Family Engagement Survey 2024

The temperature of my resident's room is satisfactory to my resident.



Answered: 60 Skipped: 1



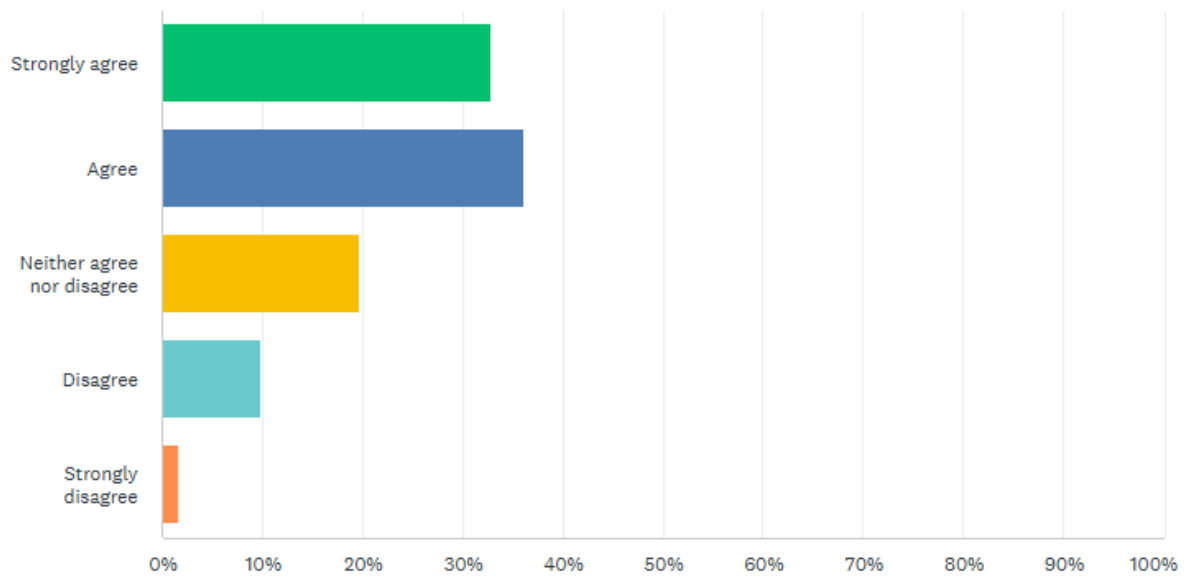
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR CARE: My resident receives assistance when needed.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

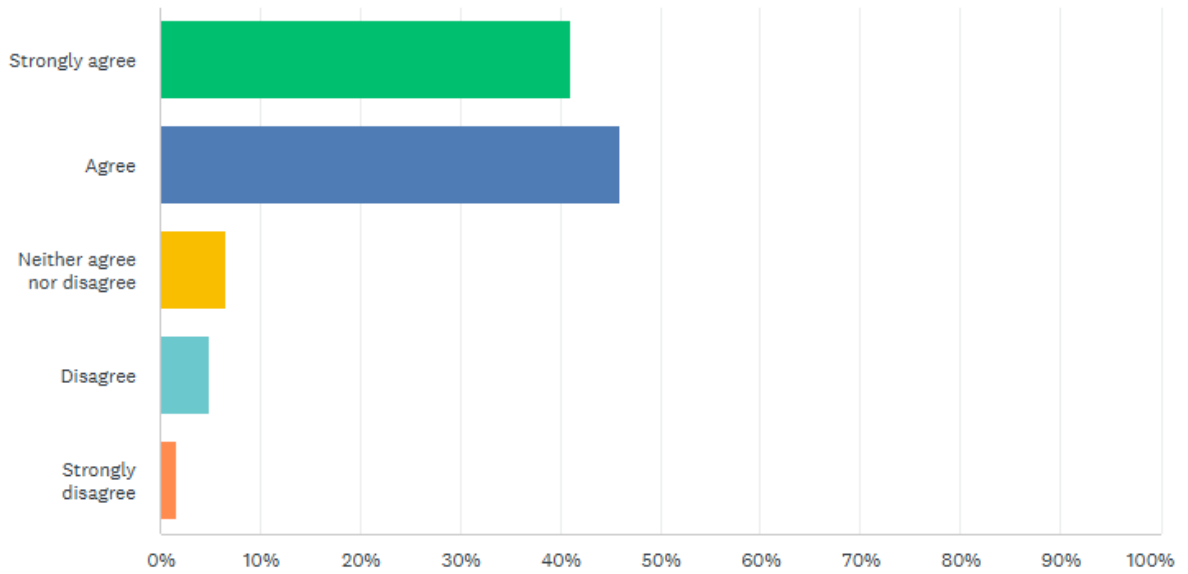


Spruce Lodge Family Engagement Survey 2024

I receive information about changes in my resident's medication and treatme...



Answered: 61 Skipped: 0



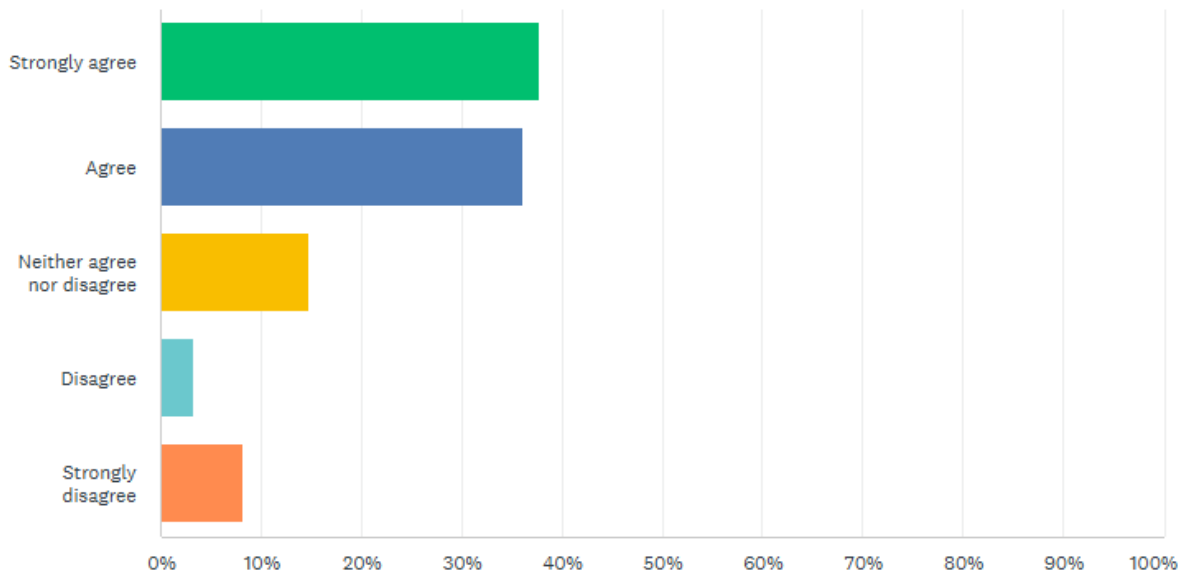
Spruce Lodge Family Engagement Survey 2024



My resident's plan of care is being followed.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

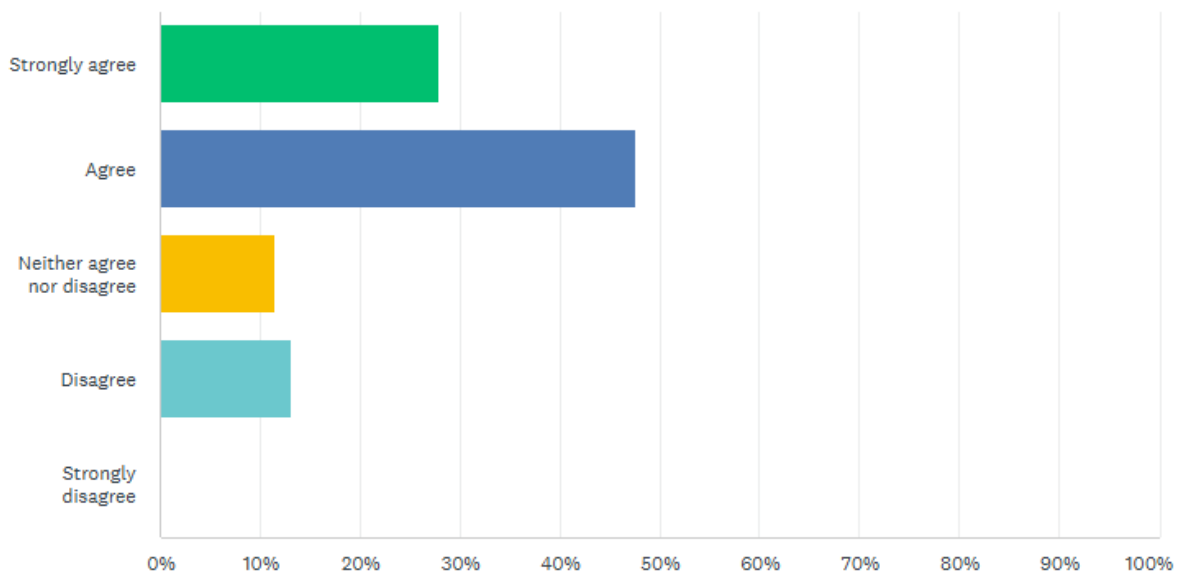


Spruce Lodge Family Engagement Survey 2024

I am satisfied with the medical attention provided by the Physicians.



Answered: 61 Skipped: 0



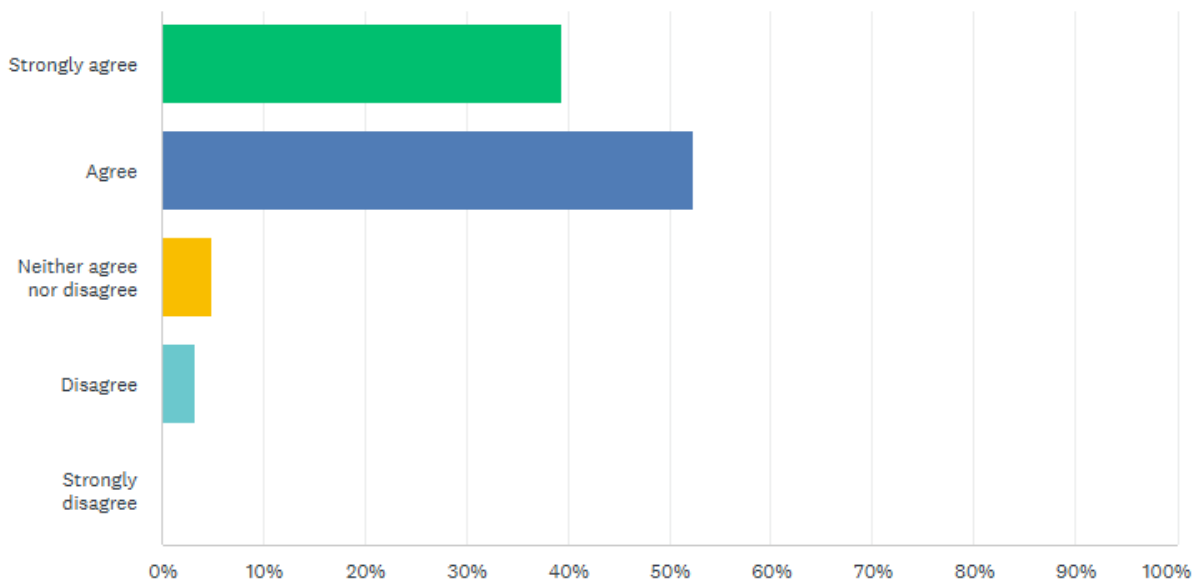
Spruce Lodge Family Engagement Survey 2024



I have been involved in my resident's plan of care through care conferences a...



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

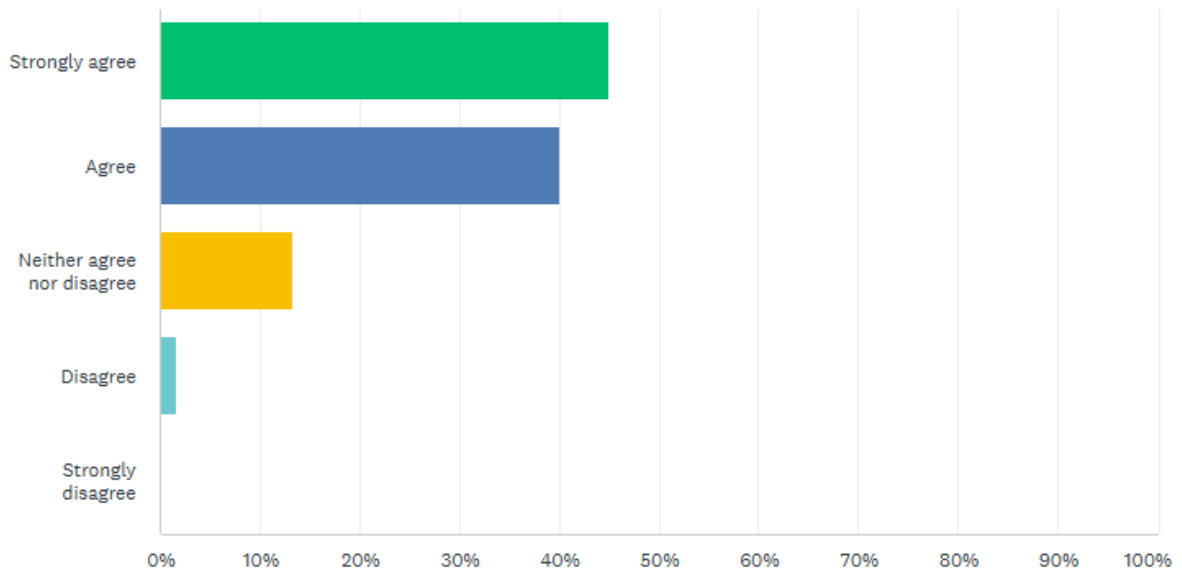


Spruce Lodge Family Engagement Survey 2024

My resident is content with the services provided by the hairdresser if used.



Answered: 60 Skipped: 1



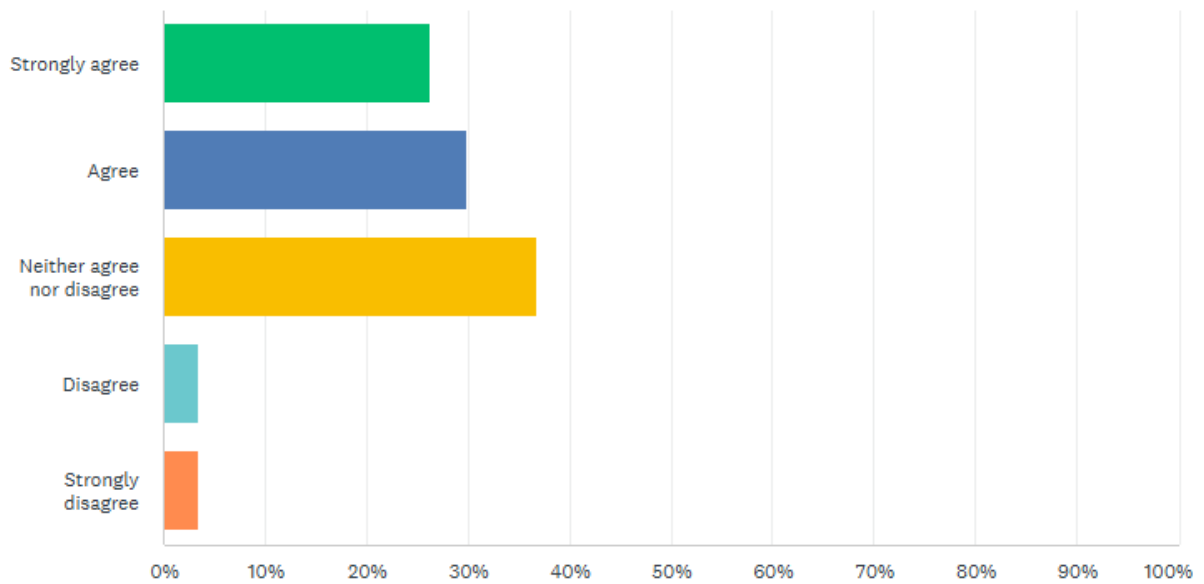
Spruce Lodge Family Engagement Survey 2024



My resident is content with the services provided by the Footcare provider if ...



Answered: 57 Skipped: 4



Spruce Lodge Family Engagement Survey 2024

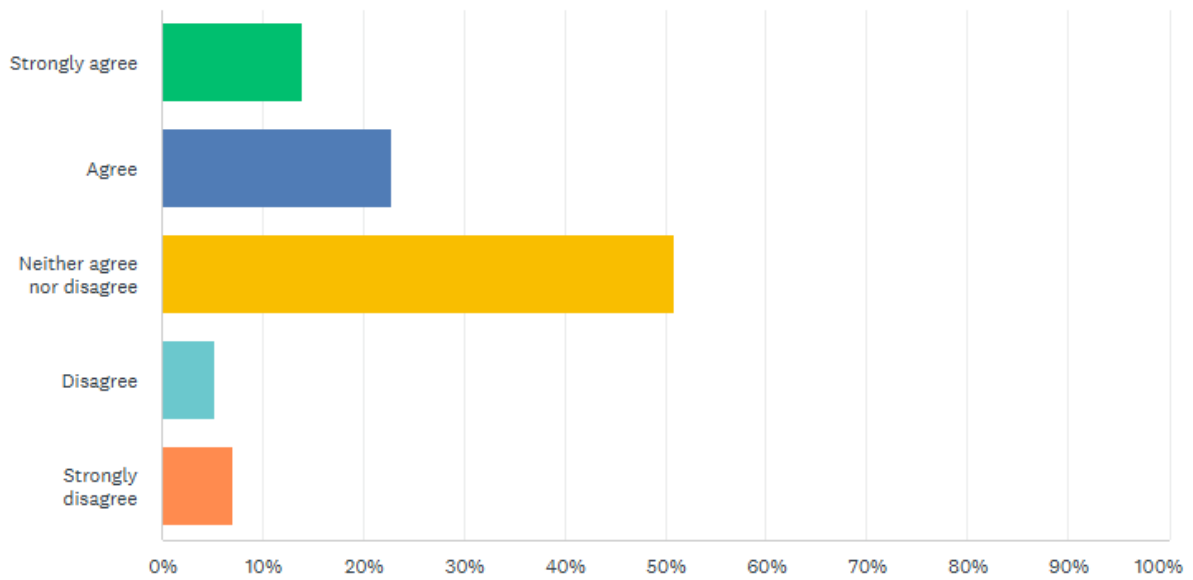


Spruce Lodge Family Engagement Survey 2024

My resident is content with the services provided by the Dental Provider if us...



Answered: 57 Skipped: 4



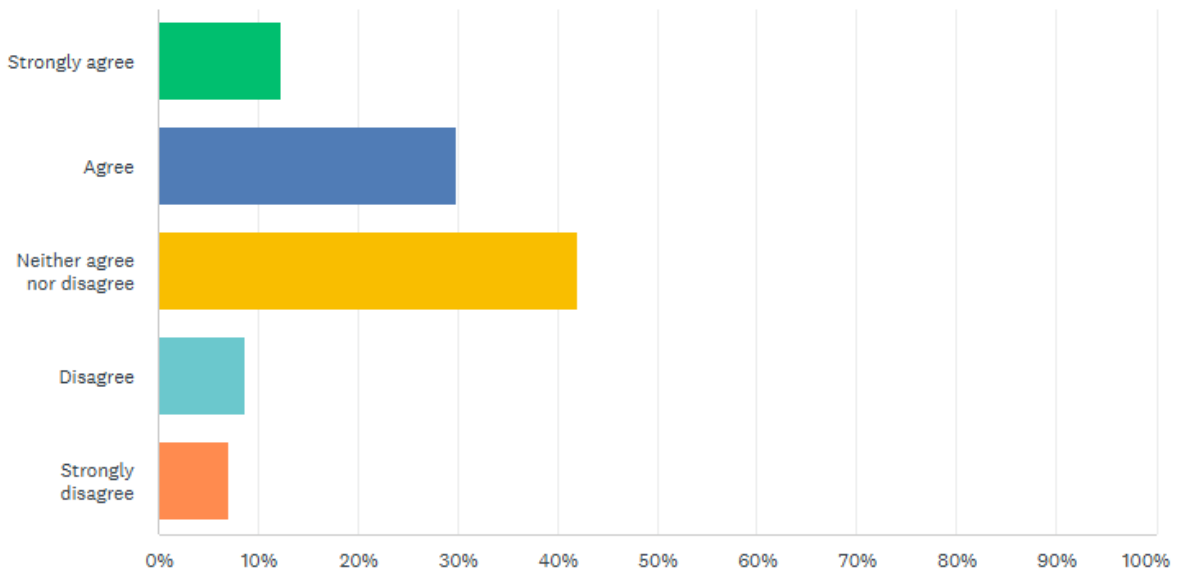
Spruce Lodge Family Engagement Survey 2024



My resident is aware of the in-home contracted dental care provider for annu...



Answered: 57 Skipped: 4



Spruce Lodge Family Engagement Survey 2024

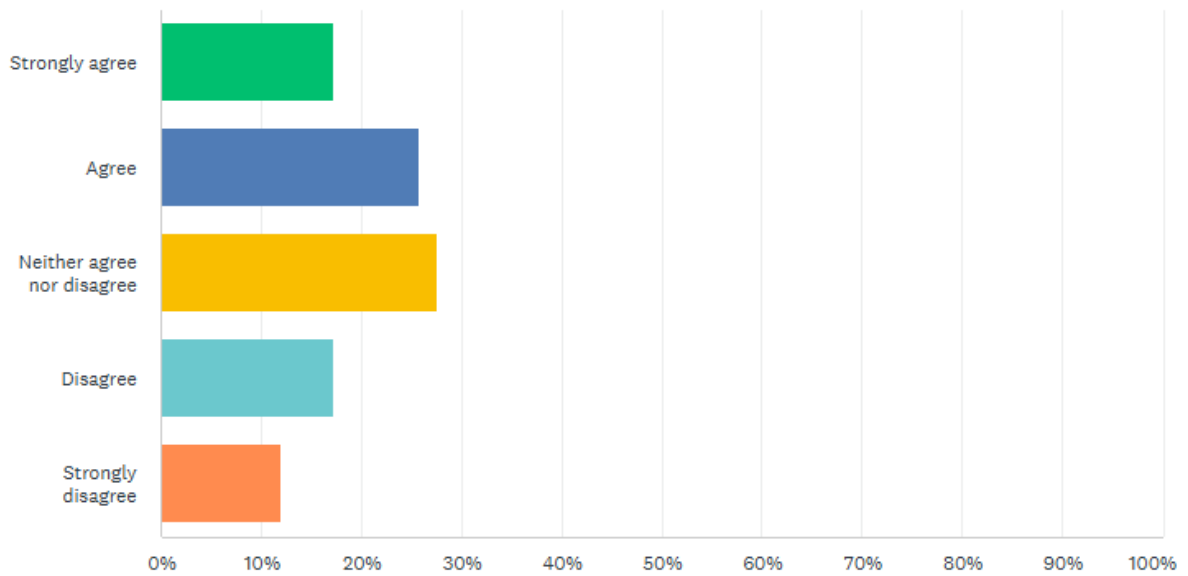


Spruce Lodge Family Engagement Survey 2024

My resident receives proper daily dental care; i.e. brushing, mouth cleaned.



Answered: 58 Skipped: 3



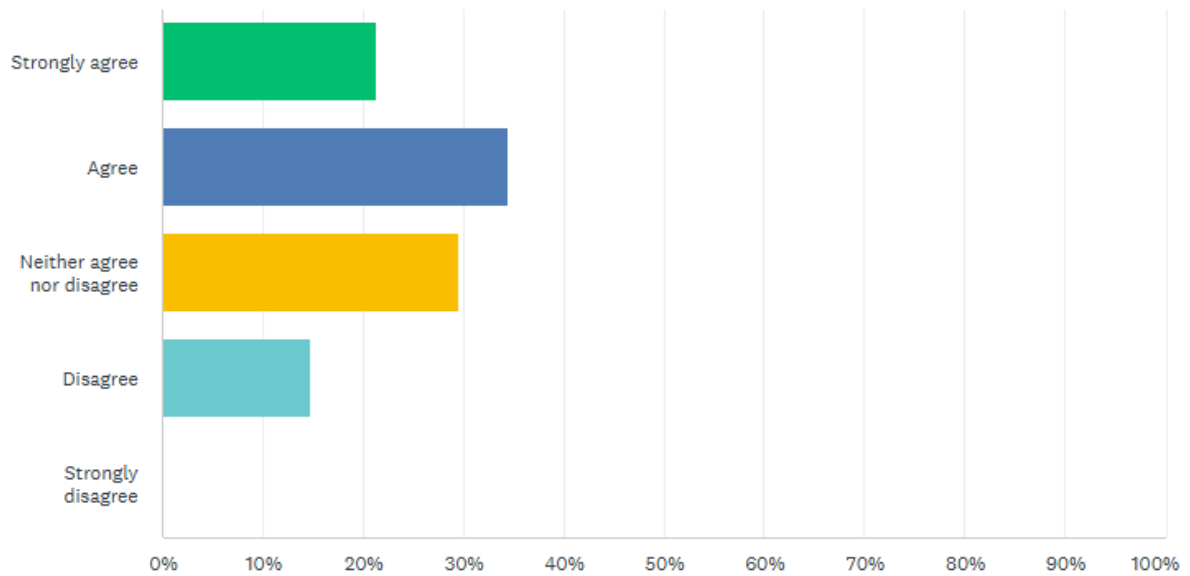
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR FOOD SERVICES: My resident reports that he/she enjoys the food.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

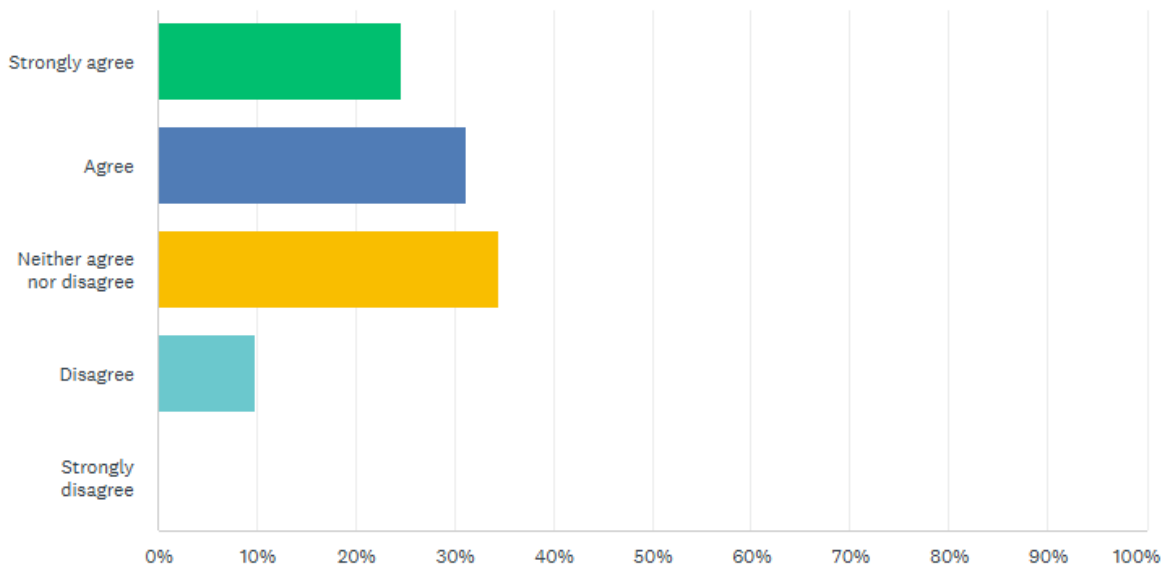


Spruce Lodge Family Engagement Survey 2024

Meal time seems to be a pleasurable experience.



Answered: 61 Skipped: 0



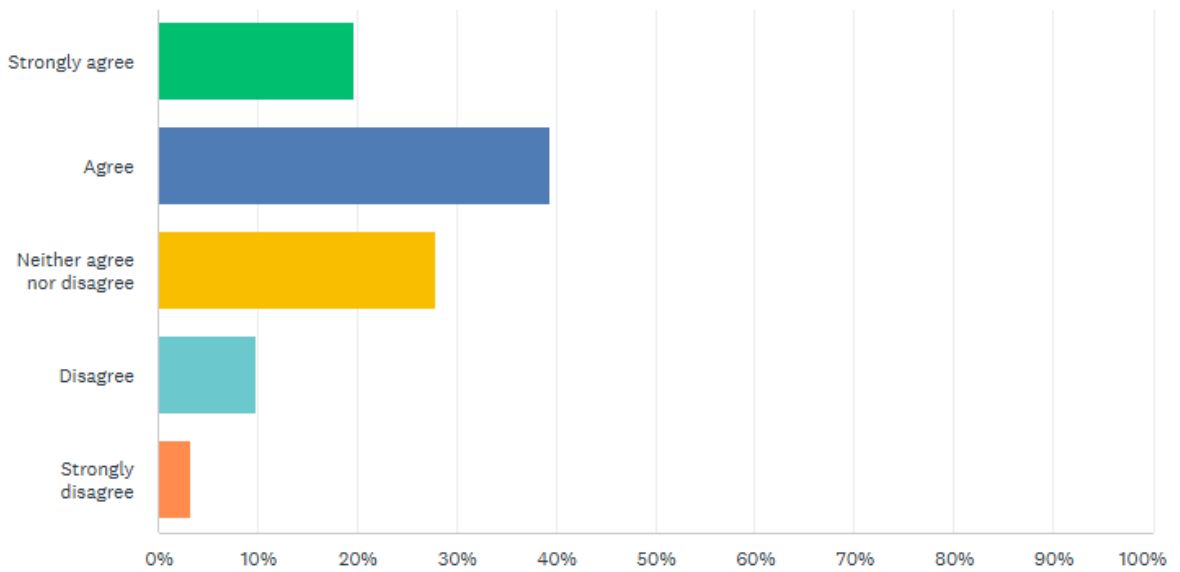
Spruce Lodge Family Engagement Survey 2024



My resident reports the temperature of food is satisfactory to them.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

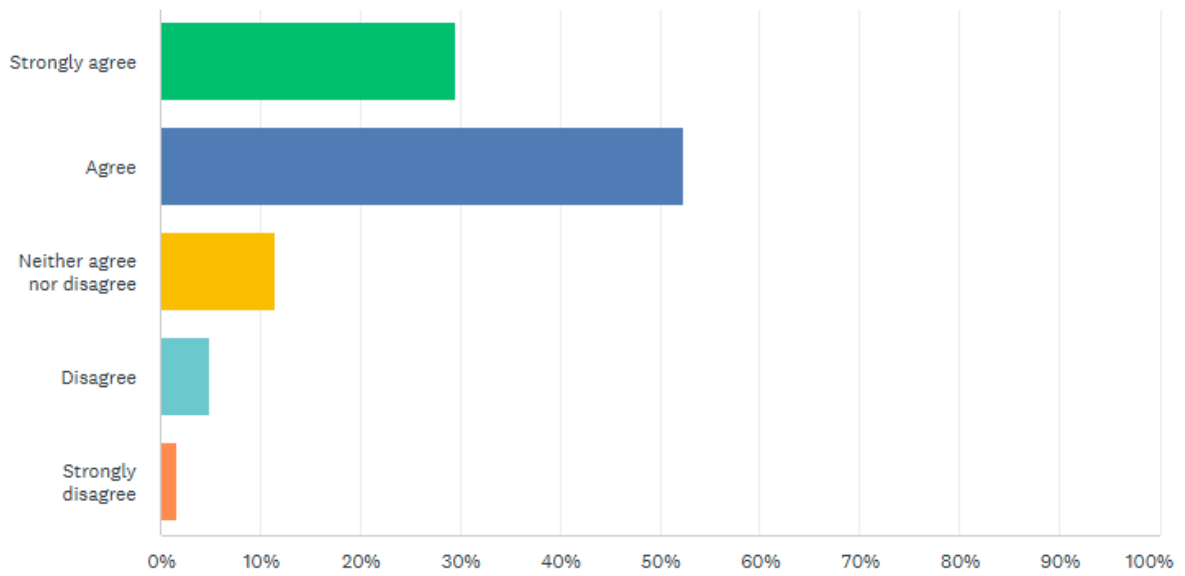


Spruce Lodge Family Engagement Survey 2024

My resident is offered snacks and drinks between meals.



Answered: 61 Skipped: 0



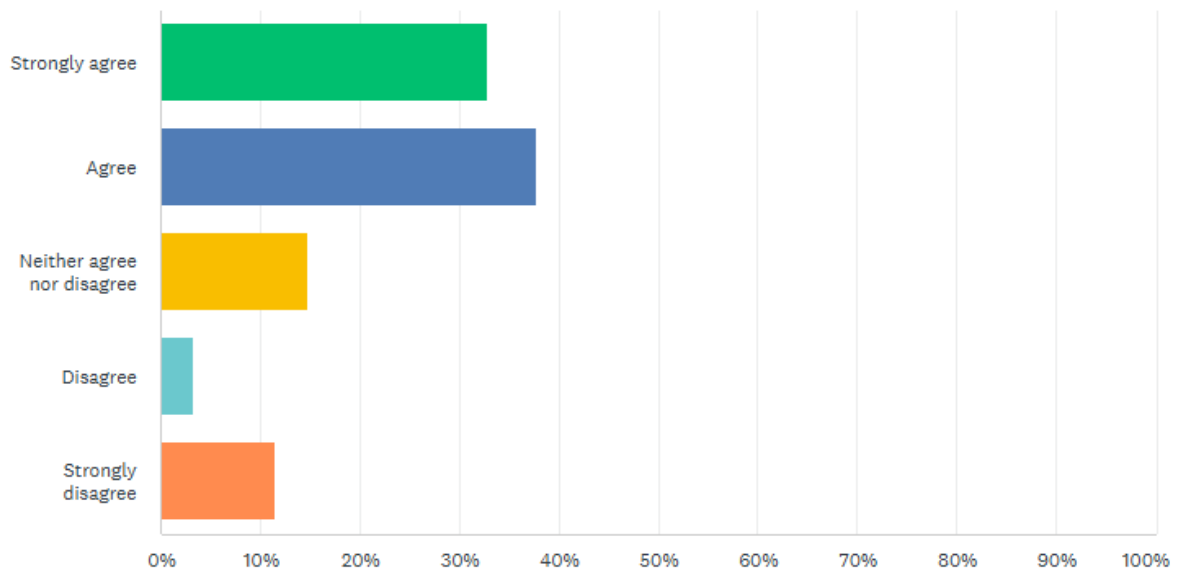
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR ACTIVITIES AND PROGRAMS: There is a variety of programs and...



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

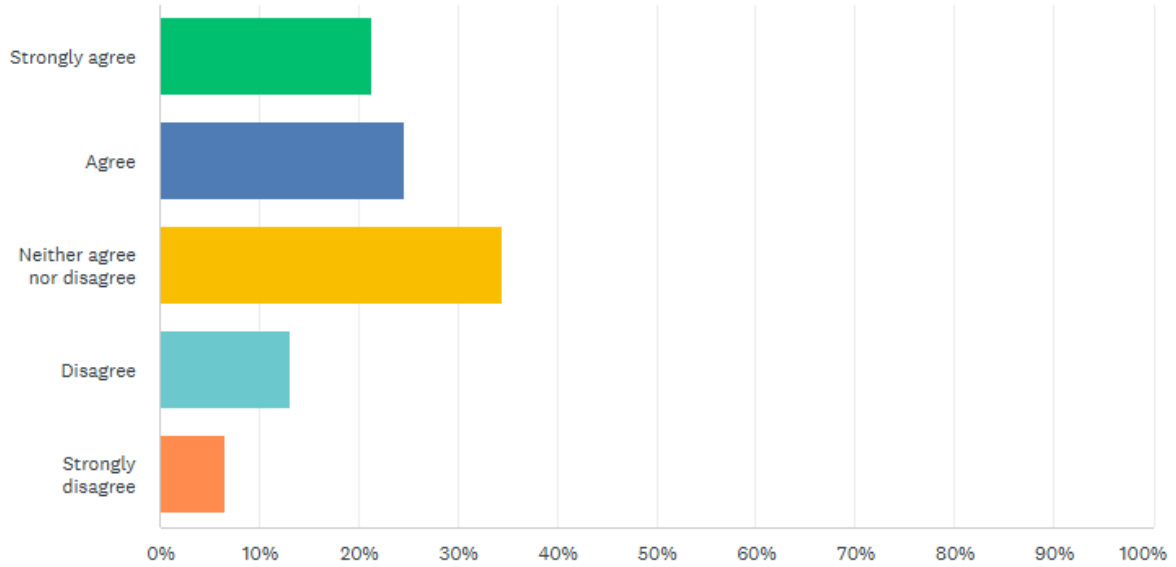


Spruce Lodge Family Engagement Survey 2024

I am satisfied with the Physiotherapy services at the home.



Answered: 61 Skipped: 0



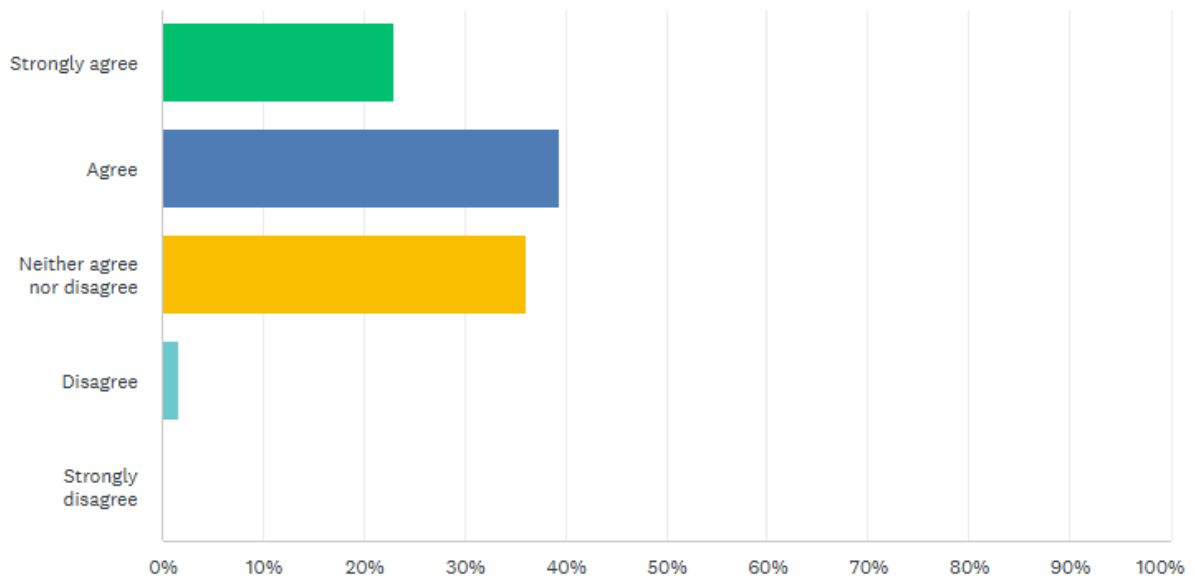
Spruce Lodge Family Engagement Survey 2024



My resident's spiritual needs are being met.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

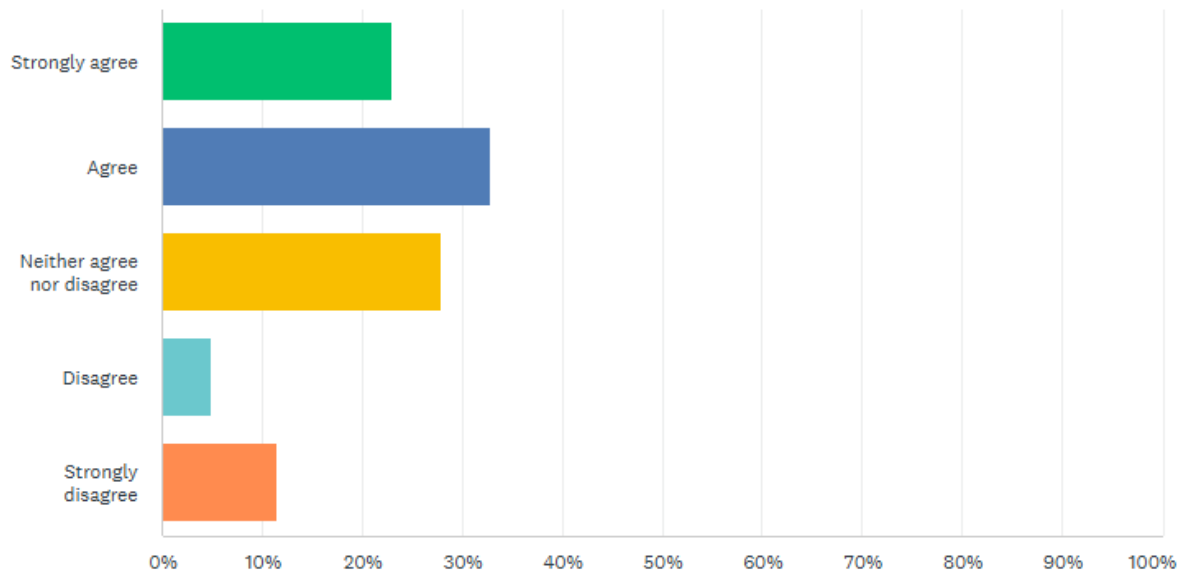


Spruce Lodge Family Engagement Survey 2024

Programs are offered 7 days a week at times that are convenient for my resid...



Answered: 61 Skipped: 0



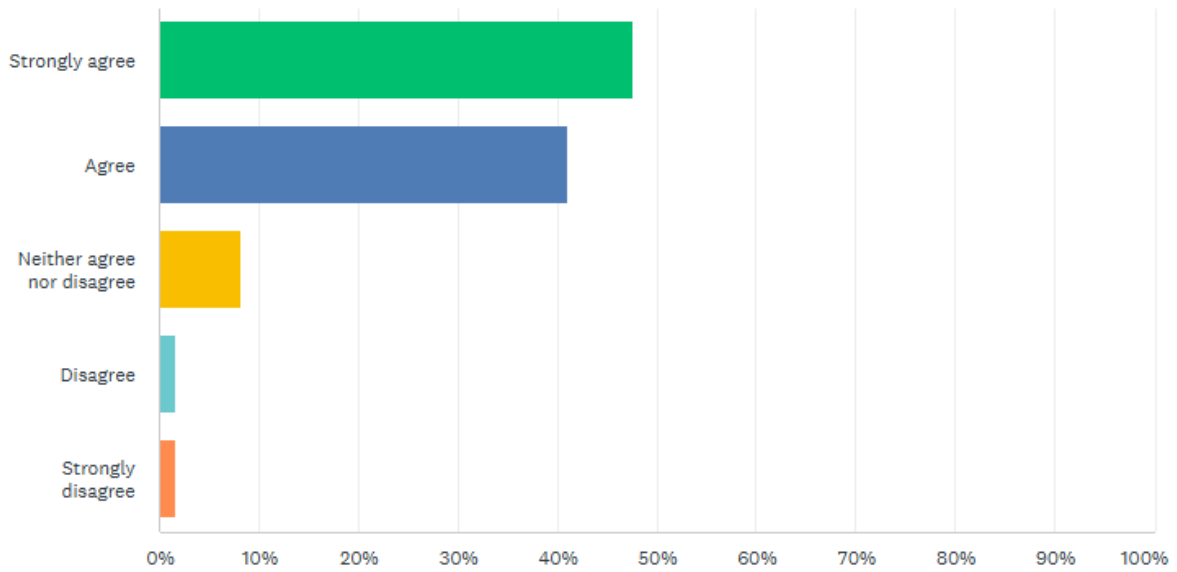
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR TEAM: Our staff is friendly.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

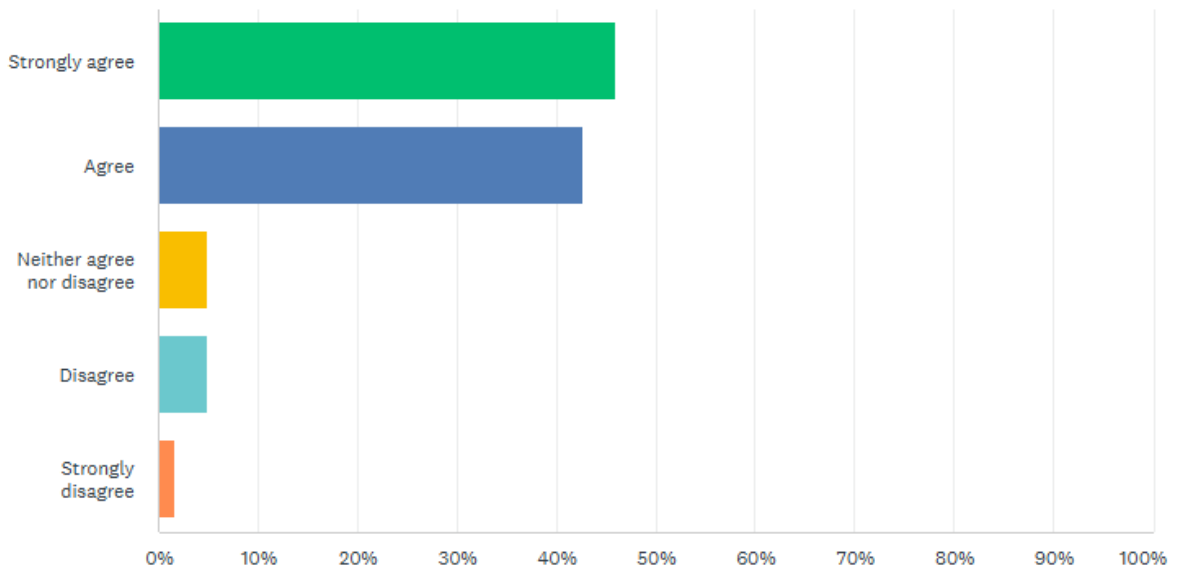


Spruce Lodge Family Engagement Survey 2024

My resident's personal dignity and privacy is respected by the team.



Answered: 61 Skipped: 0



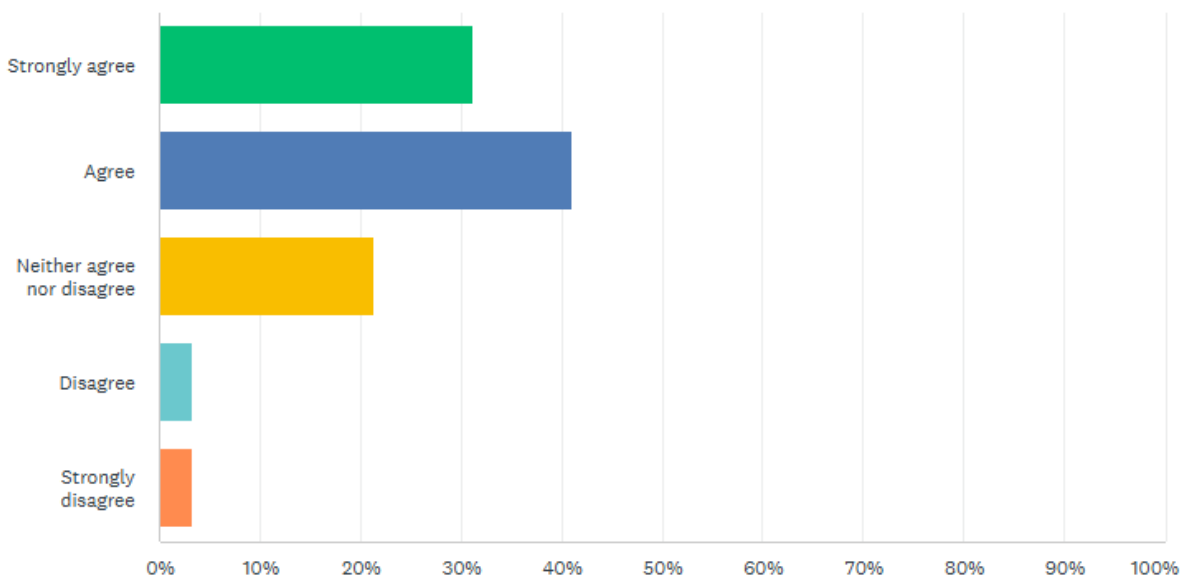
Spruce Lodge Family Engagement Survey 2024



The team at Spruce Lodge recognizes my resident's right to make choices.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

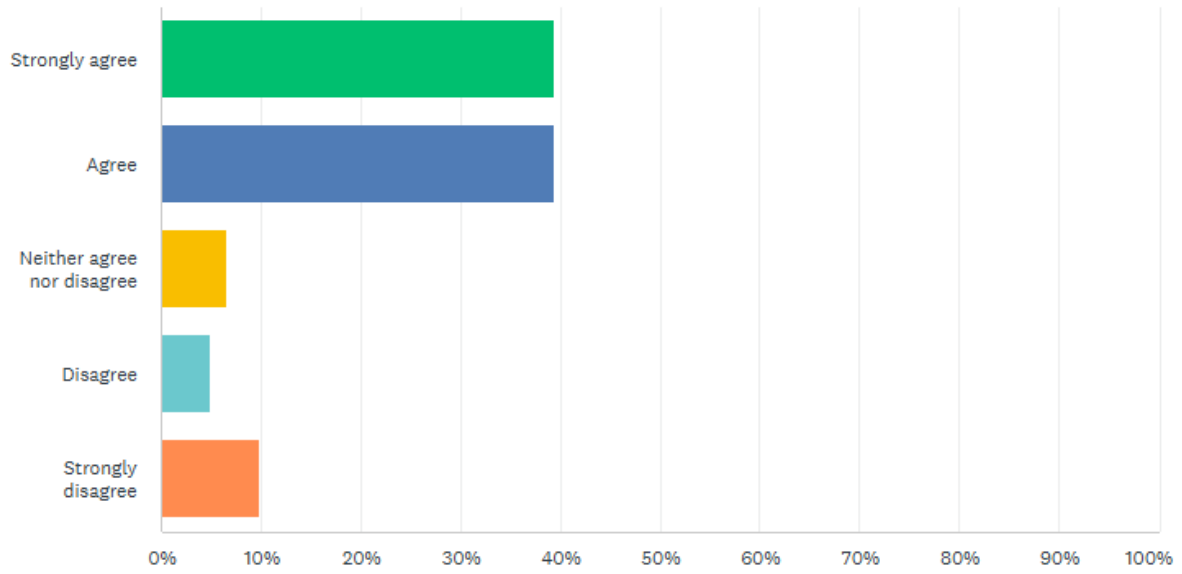


Spruce Lodge Family Engagement Survey 2024

Team Members are easily recognizable. (i.e. name tags)



Answered: 61 Skipped: 0



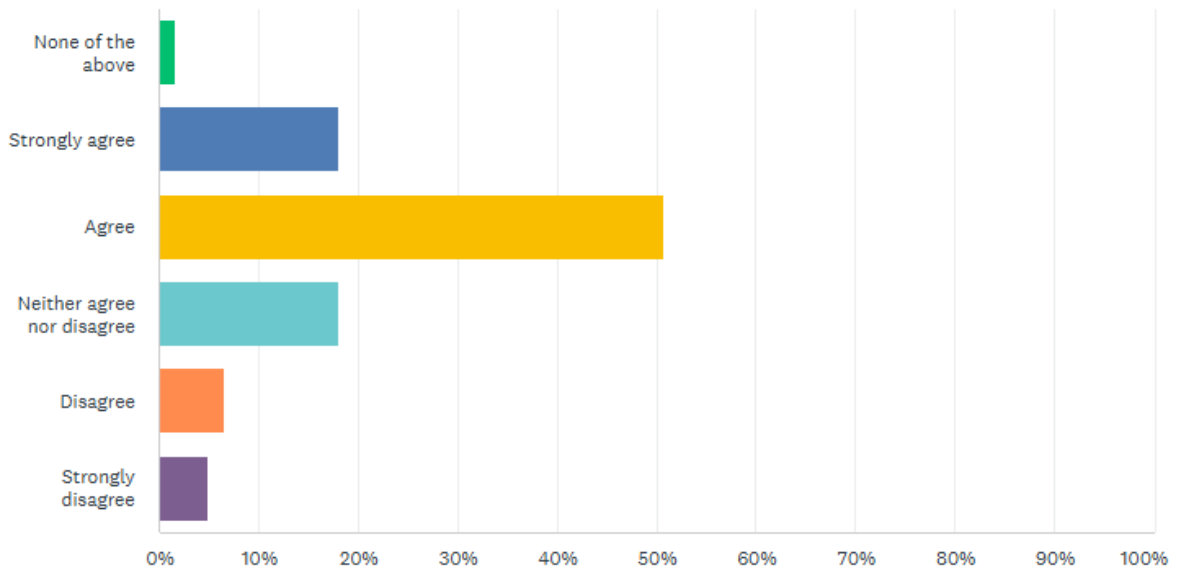
Spruce Lodge Family Engagement Survey 2024



ABOUT OUR INCONTINENCE PROGRAM: To the best of my knowledge, if used...



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

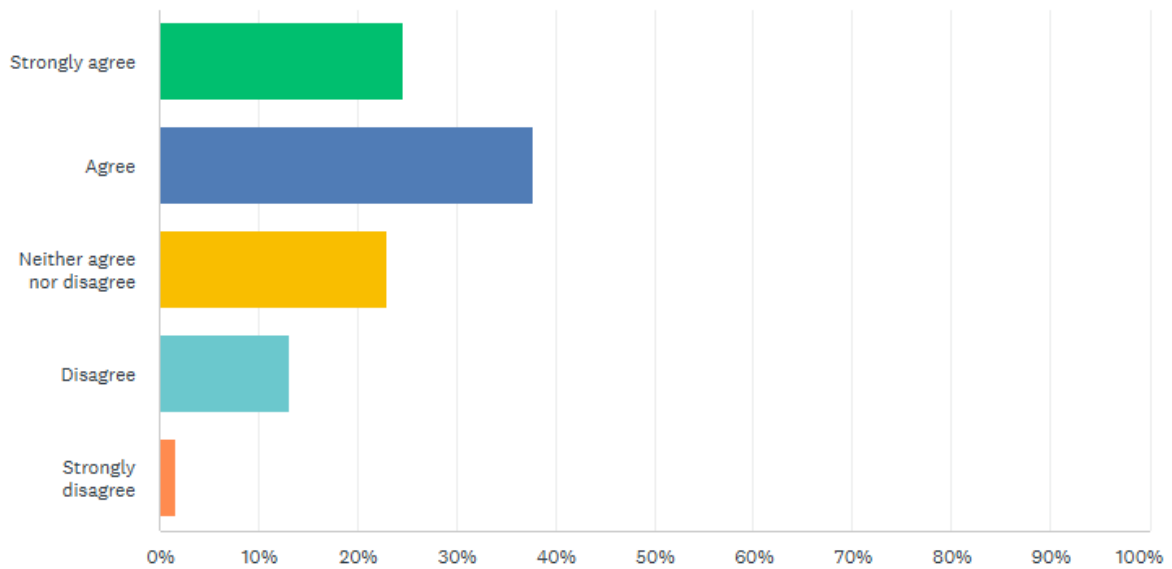


Spruce Lodge Family Engagement Survey 2024

ABOUT OUR MAINTENANCE AND LAUNDRY: The maintenance team respond...



Answered: 61 Skipped: 0



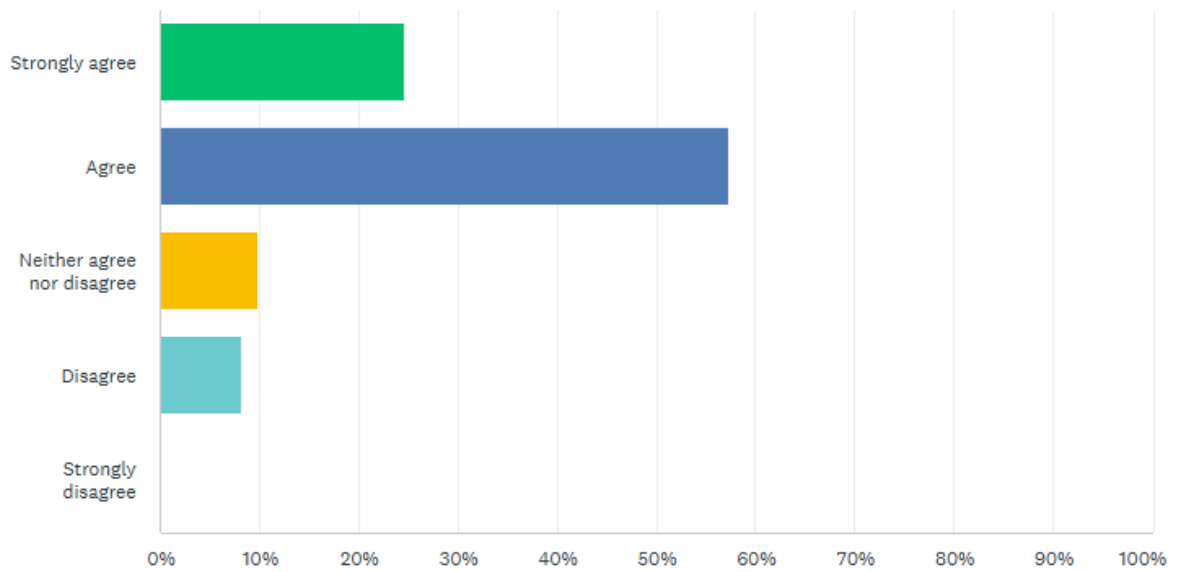
Spruce Lodge Family Engagement Survey 2024



The linens provided for your resident are in good condition.



Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

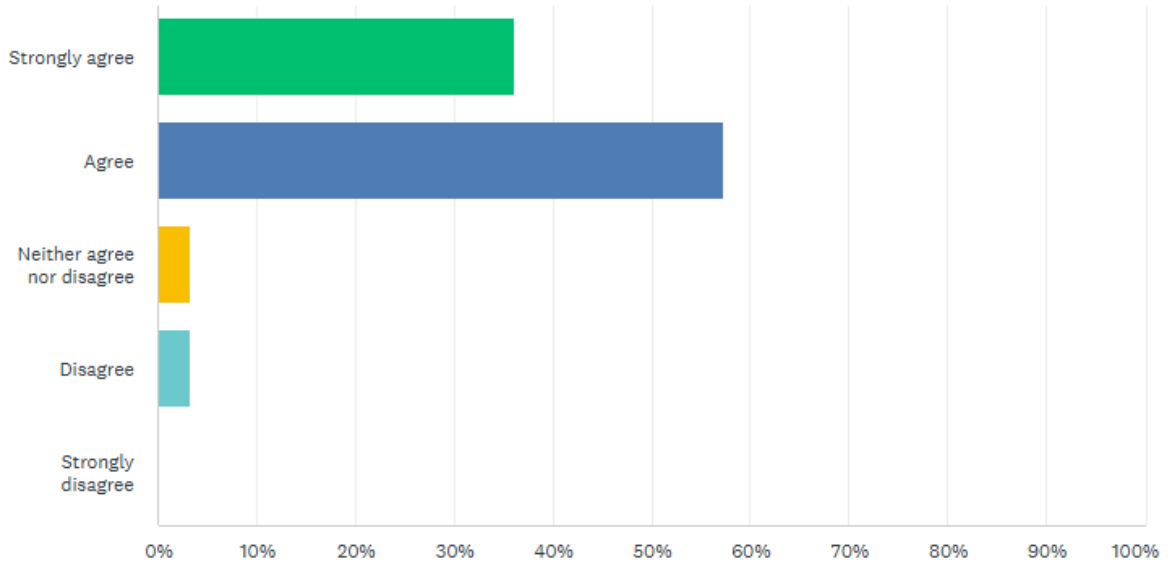


Spruce Lodge Family Engagement Survey 2024

My resident's personal clothing is clearly labelled.



Answered: 61 Skipped: 0



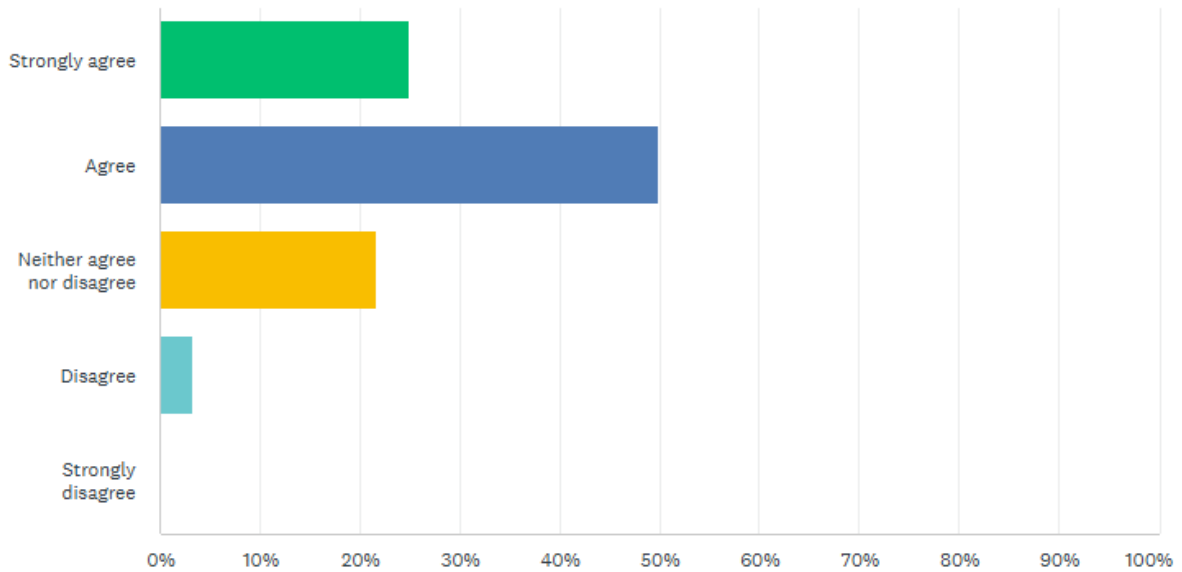
Spruce Lodge Family Engagement Survey 2024



My resident's personal clothing is returned within 48 hours of being laundered.



Answered: 60 Skipped: 1



Spruce Lodge Family Engagement Survey 2024

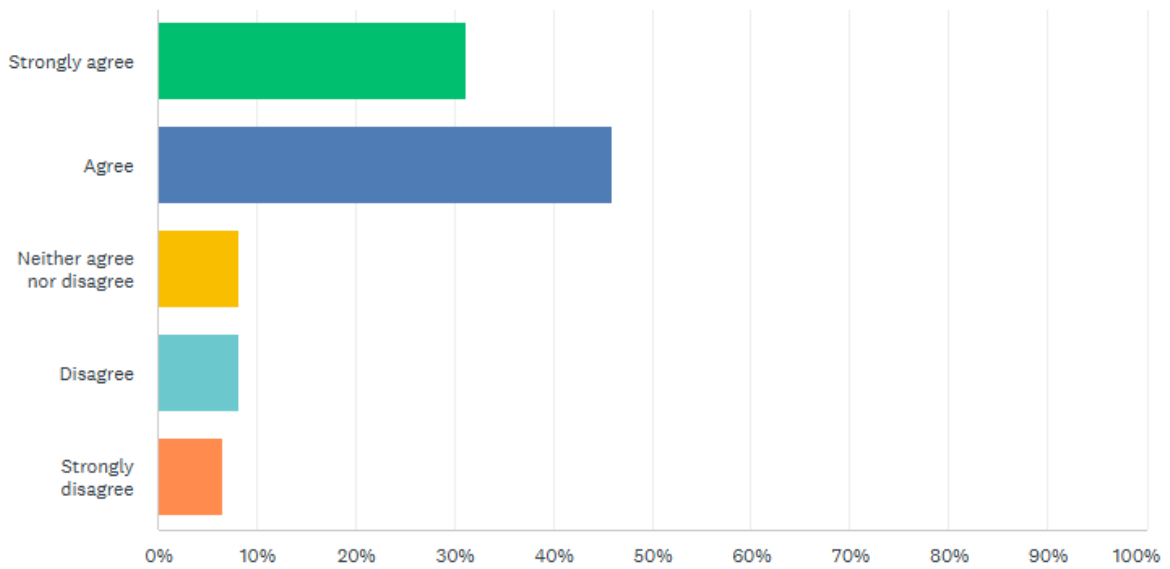


Spruce Lodge Family Engagement Survey 2024

COMMUNICATION: I am informed of operational updates in the home.



Answered: 61 Skipped: 0



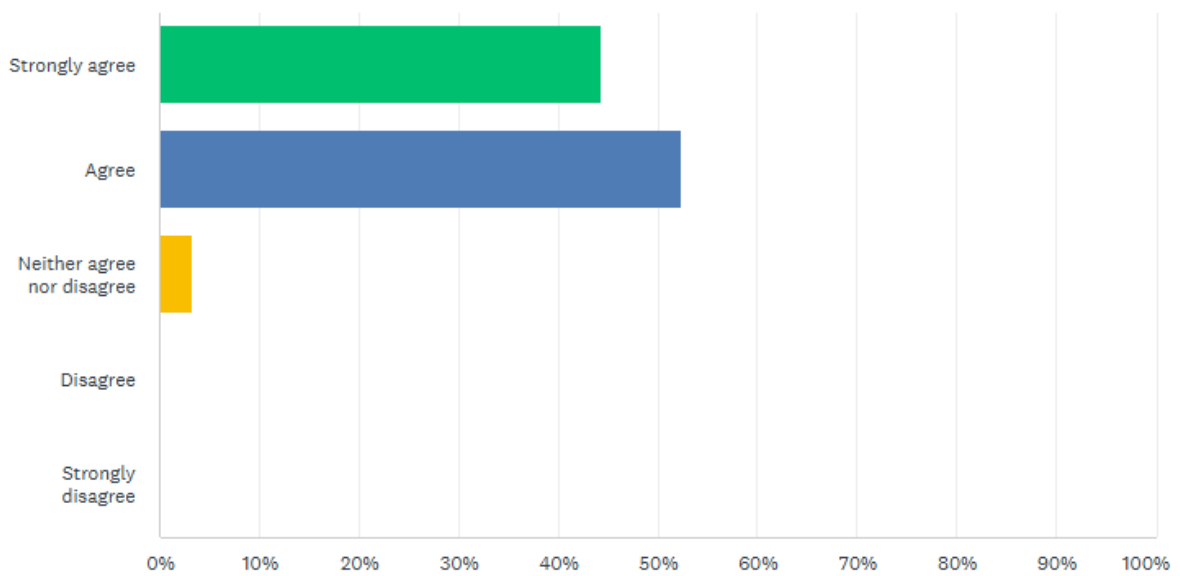
Spruce Lodge Family Engagement Survey 2024



I appreciate receiving updates via e-mail.



Answered: 61 Skipped: 0



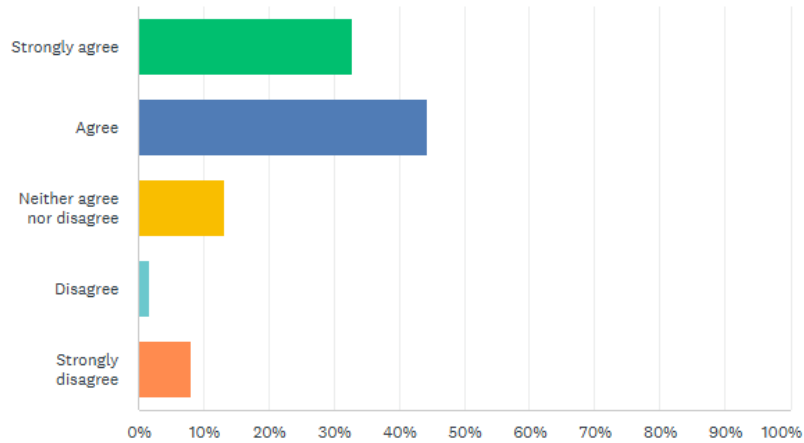
Spruce Lodge Family Engagement Survey 2024



Spruce Lodge Family Engagement Survey 2024

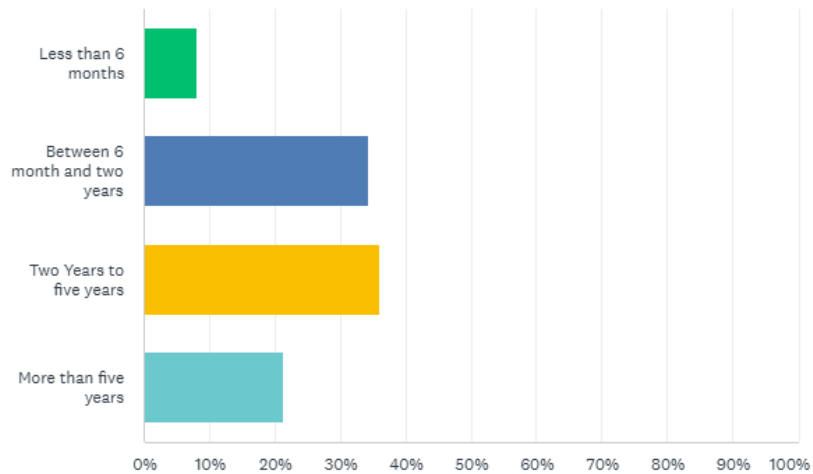
I receive responses to my emails or phone calls in a timely manner regarding concerns or questions.

Answered: 61 Skipped: 0



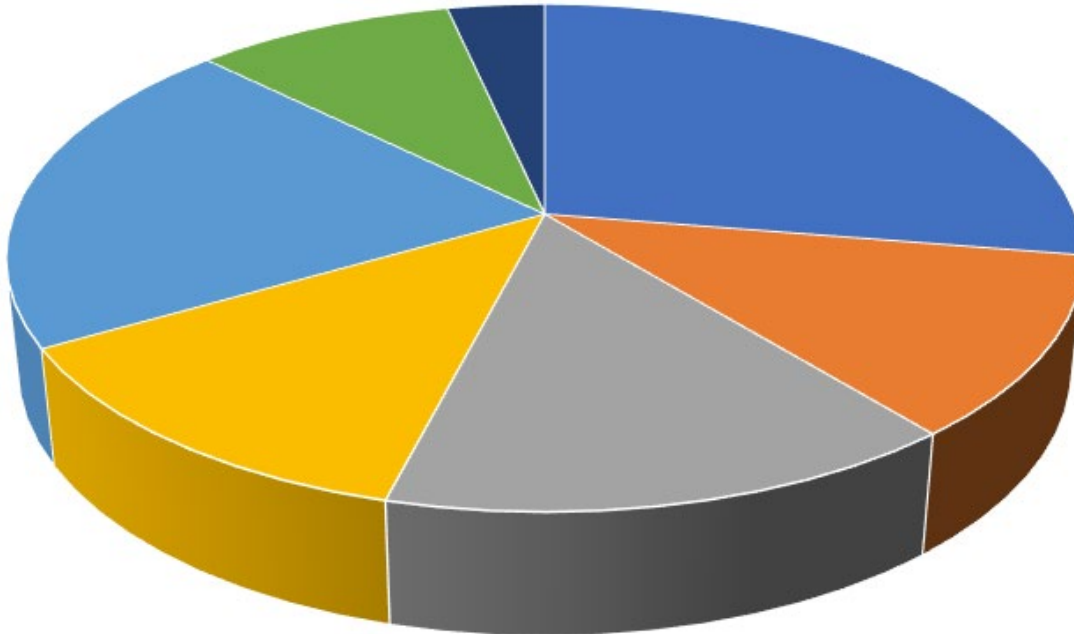
Knowing a little bit about you will help us to analyze the responses. How long has your family member been a resident at Spruce Lodge.

Answered: 61 Skipped: 0



Spruce Lodge Family Engagement Survey 2024

Please Share two things you consider to be the reason that Spruce lodge is a great place for your resident to live: (48 people responded)



- Friendly staff, kind staff, the people, attentive staff- 28%
- Location, family nearby - 11%
- Quality Care, Patient Care is Excellent, caring attentive staff- 15%
- Activities, Programs- 13%
- Atmosphere, not for profit, design of building, layout- 21%
- Clean - 9%
- Food is excellent- 3%

Are there any accessibility improvements that we can make to our buildings, property, communication or processes?

- Communication- would it be possible to have a monthly newsletter to keep families updates as to what is happening in the many areas of the home, verbal request initiated but then needs to be escalated to another person and no response back- identified 5 times
- Improve areas in the home- window panes are rotten with mold; the front entrance is a challenge to navigate the transition in flooring, concern with front door key pad- identified 3 times
- Smoking at the front of the home, cigarette butts littered on ground, having to walk through the smoking area to enter the home- identified 4 times
- Repair the parking lot, difficult to walk on- identified 4 times
- Improve WIFI- identified 4 times
- More public washrooms- identified once

Spruce Lodge Family Engagement Survey 2024

Are there any education topics that would be a benefit to you as a family member of a Long-Term Care resident? (33 responses)

- Dementia stages, Alzheimer's- requested 5 times
- Review of services, LTC operations- requested 3 times
- End of life care, MAID and Spruce Lodge's involvement in MAID- requested once
- Education is not required by person completing the survey but request that staff receive more training- requested 2 times.
- None, not at this time- identified 22 times

Please provide feedback on an area that Spruce Lodge could improve for your resident(45 responses):

