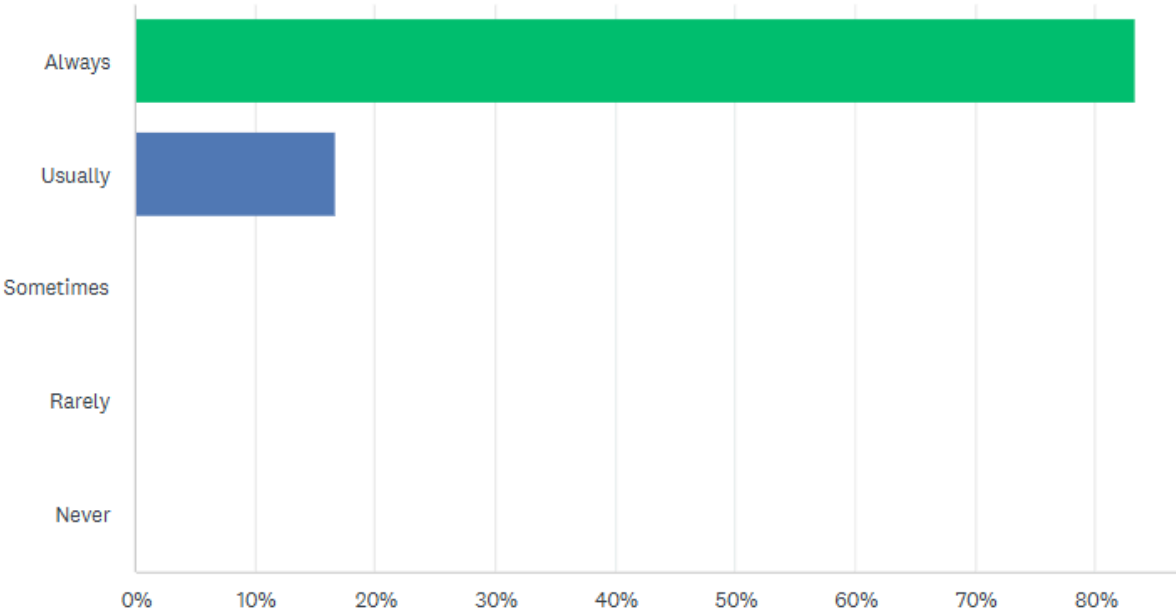


# Spruce Lodge, Resident Engagement Survey 2025

## I am greeted by my preferred name by staff

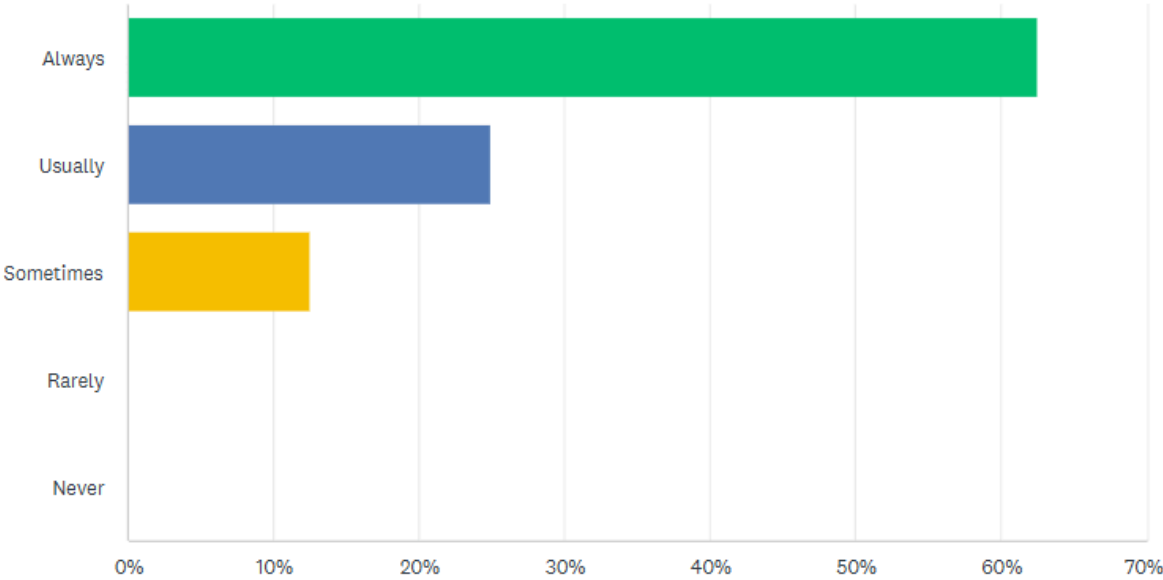
Answered: 24 Skipped: 0



## I am treated with dignity and respect by staff

...

Answered: 24 Skipped: 0

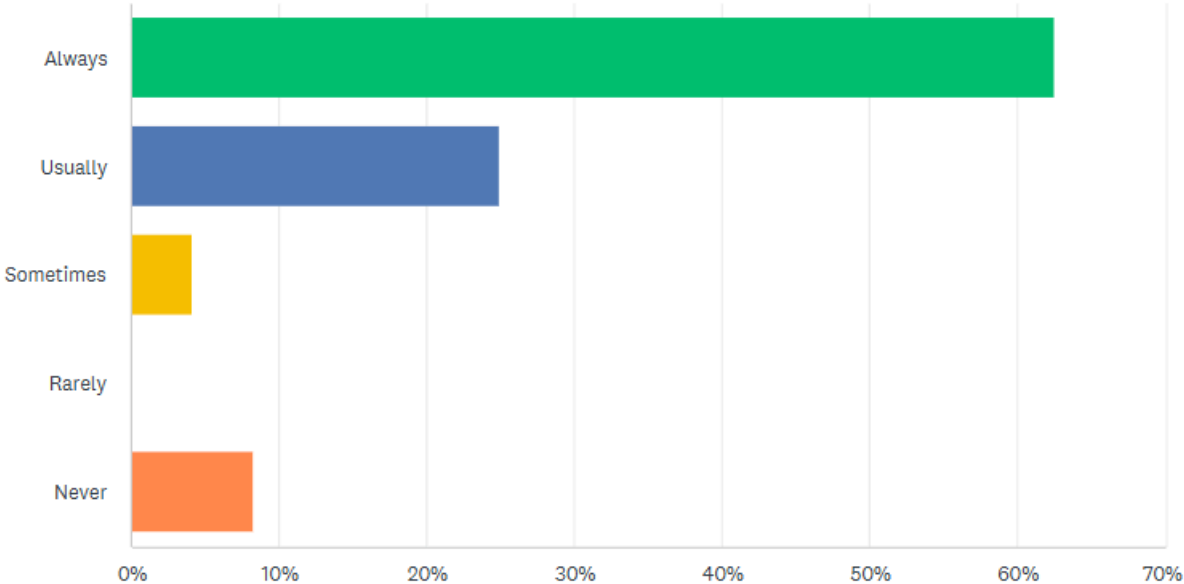


# Spruce Lodge, Resident Engagement Survey 2025

## My privacy is respected, especially during my care

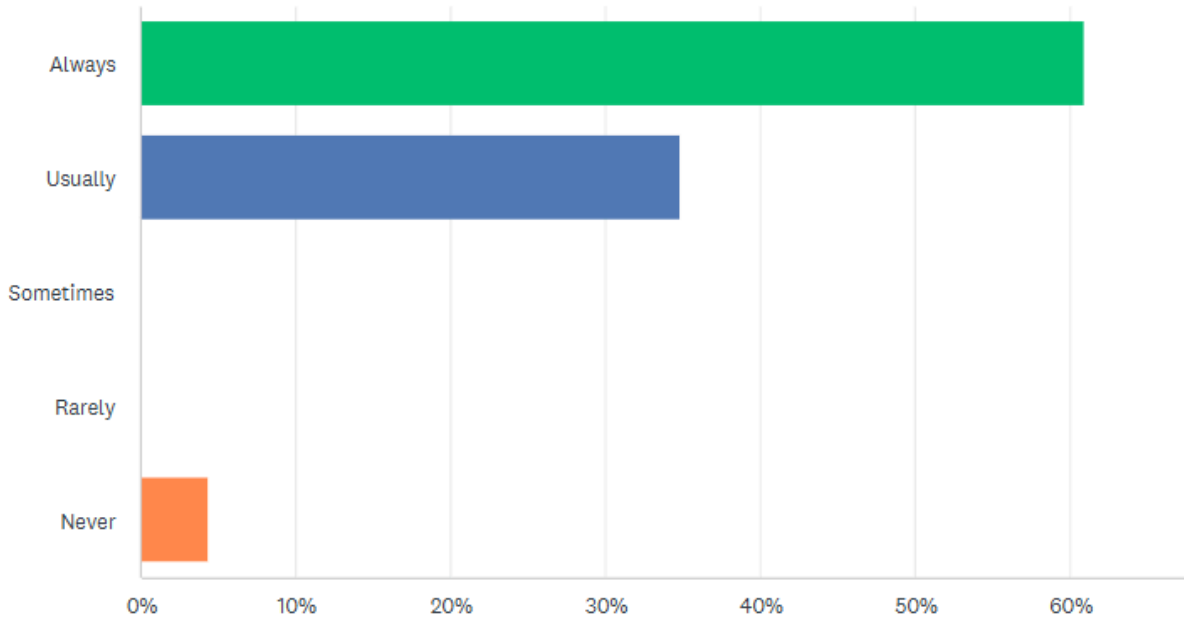
...

Answered: 24 Skipped: 0



## I have the opportunity to celebrate special occasions- cultural, religious, and ...

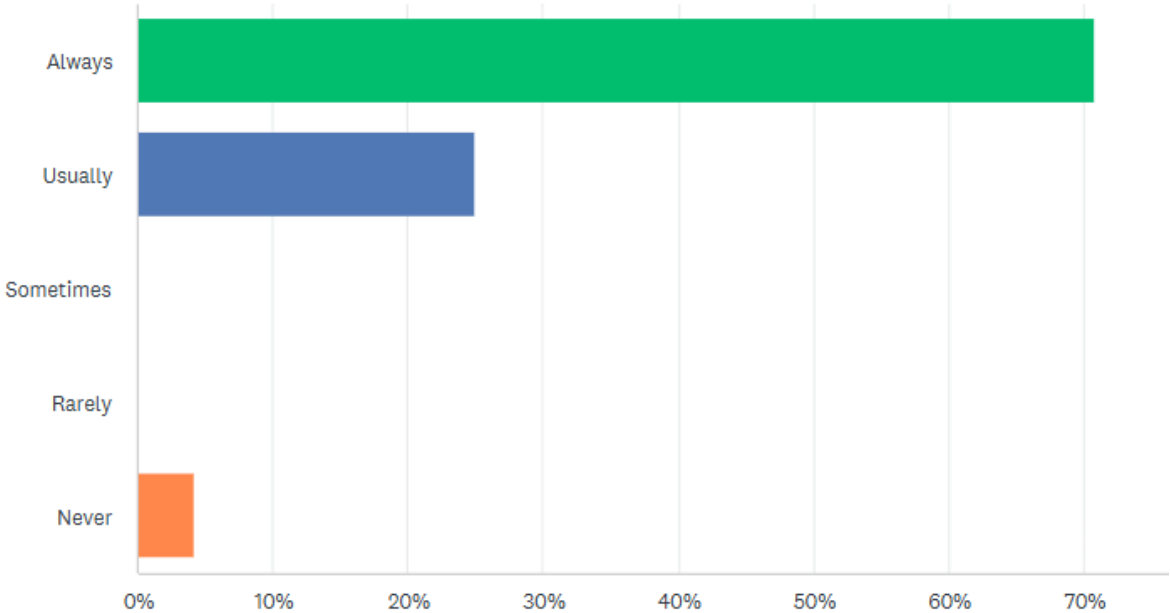
Answered: 23 Skipped: 1



# Spruce Lodge, Resident Engagement Survey 2025

## I feel safe here

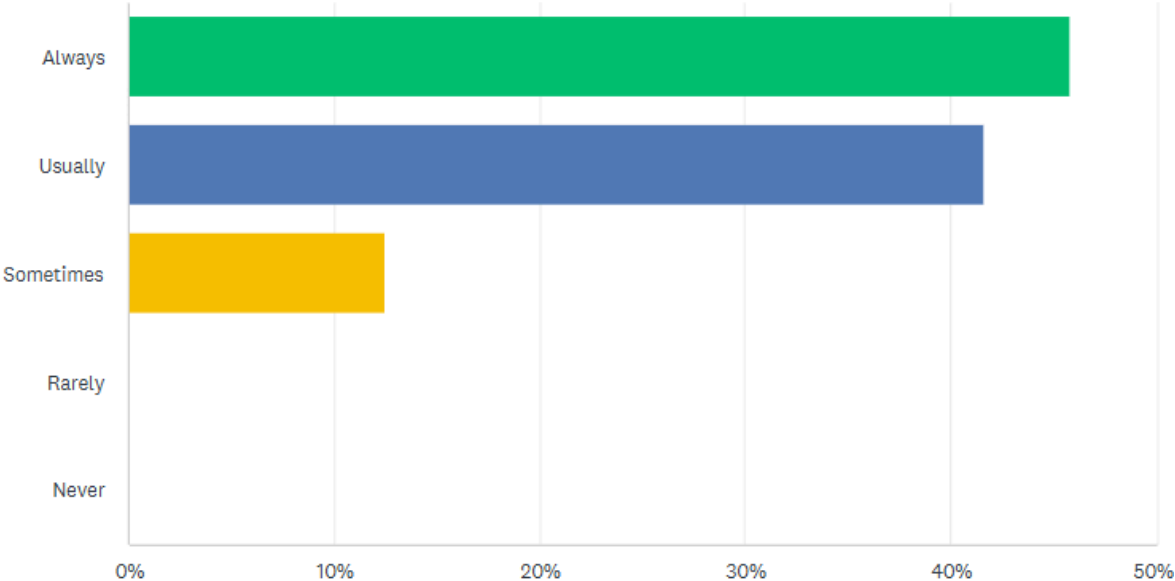
Answered: 24 Skipped: 0



## I feel listened to

...

Answered: 24 Skipped: 0

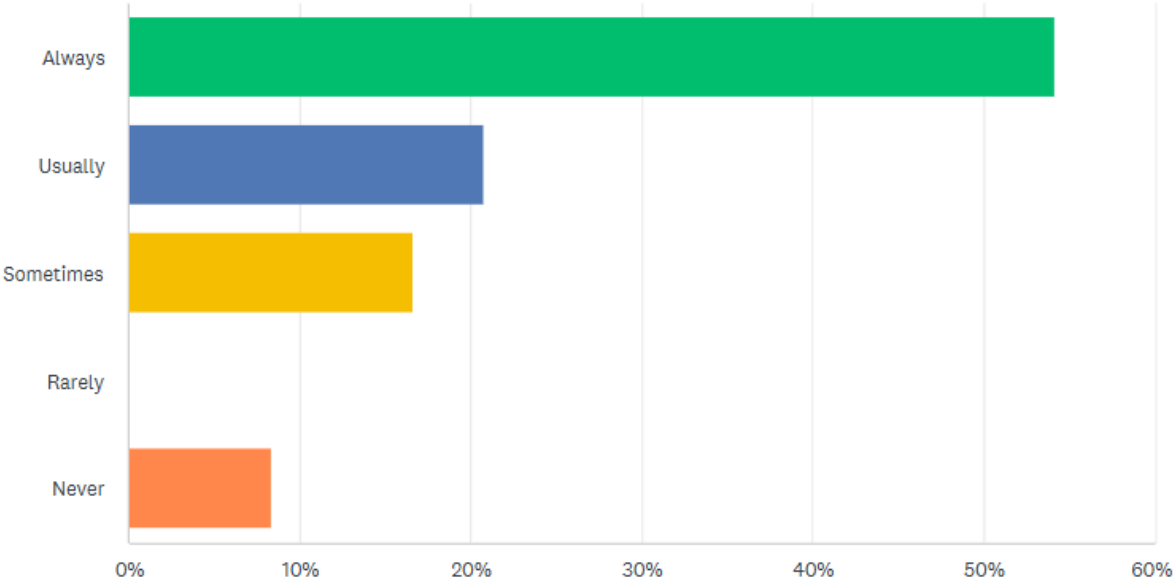


# Spruce Lodge, Resident Engagement Survey 2025

## I have opportunities to discuss my care with nurses, doctors, therapists, etc.

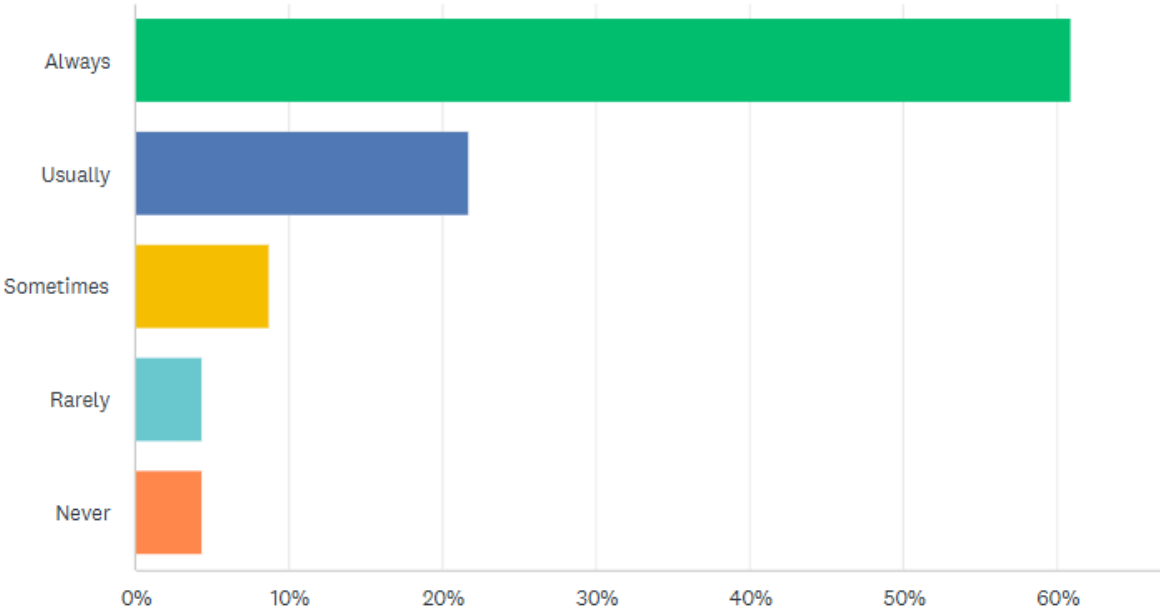
...

Answered: 24 Skipped: 0



## I am involved in decisions about my care

Answered: 23 Skipped: 1

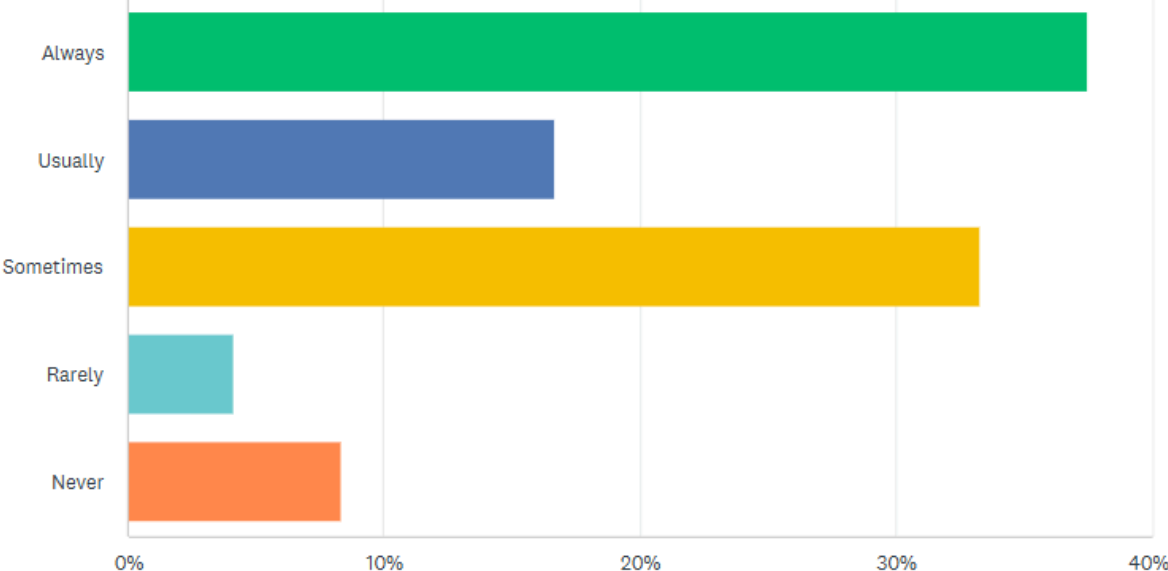


# Spruce Lodge, Resident Engagement Survey 2025

## I know who to contact when I have concerns/ questions

...

Answered: 24 Skipped: 0

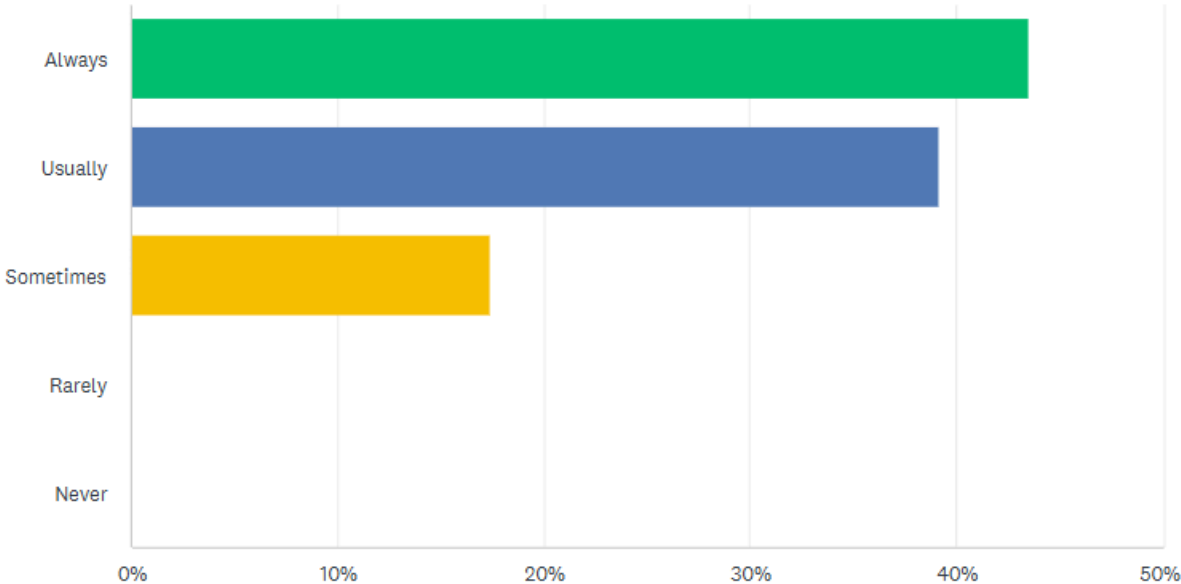


# Spruce Lodge, Resident Engagement Survey 2025

## I feel comfortable speaking to a staff member about a problem

...

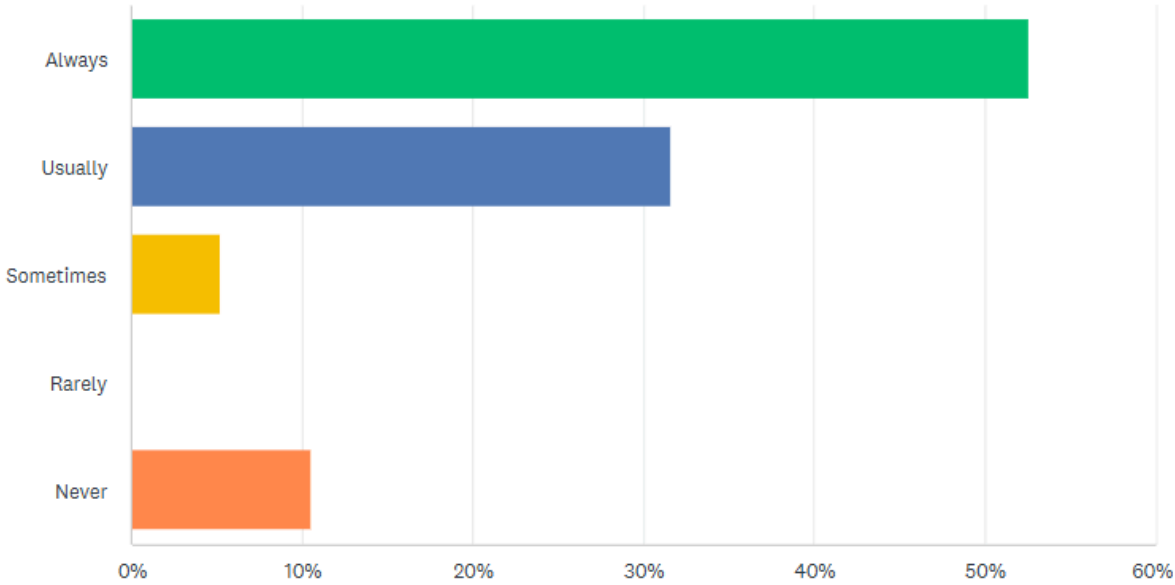
Answered: 23 Skipped: 1



## I receive the help I need to eat and drink throughout the day ( snacks and me...

...

Answered: 19 Skipped: 5

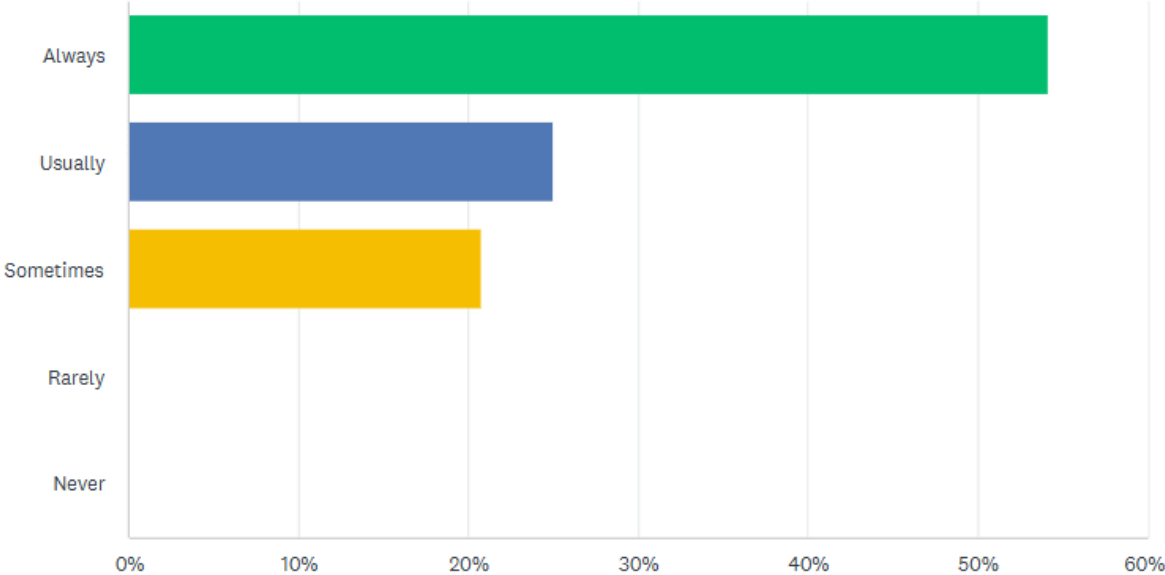


# Spruce Lodge, Resident Engagement Survey 2025

## I am offered a choice of food options at the time of meal service

...

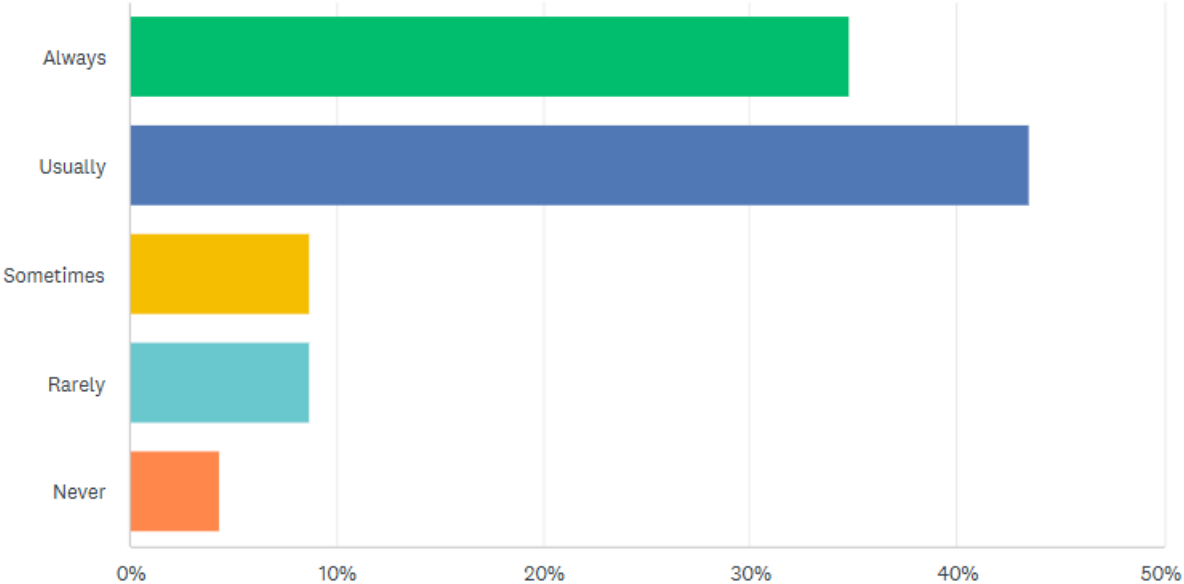
Answered: 24 Skipped: 0



## The overall quality of the food and drink is good

...

Answered: 23 Skipped: 1

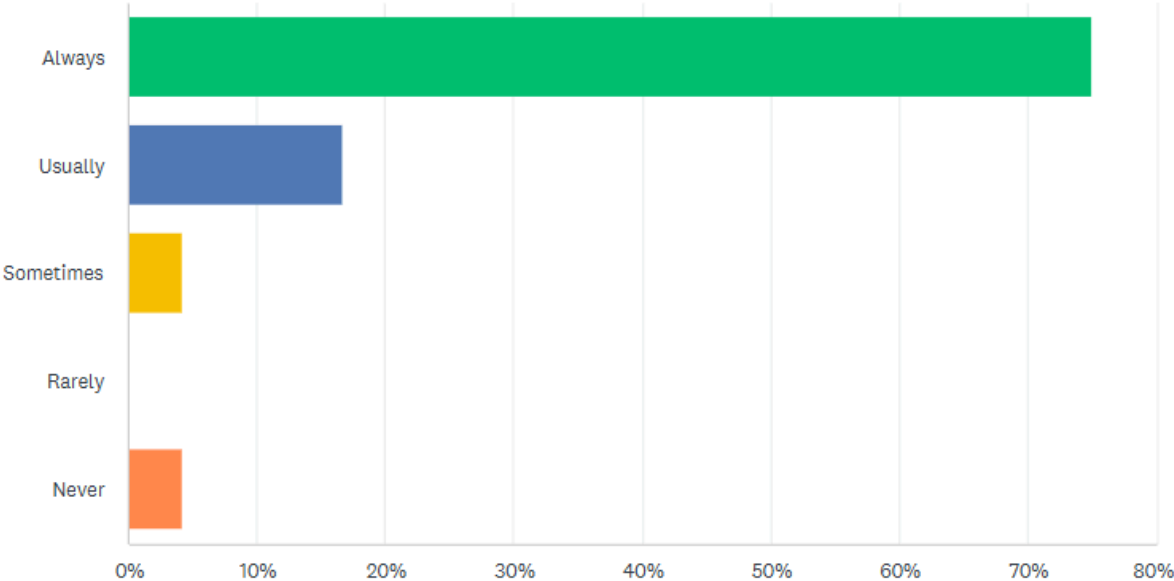


# Spruce Lodge, Resident Engagement Survey 2025

## The home is clean

...

Answered: 24 Skipped: 0

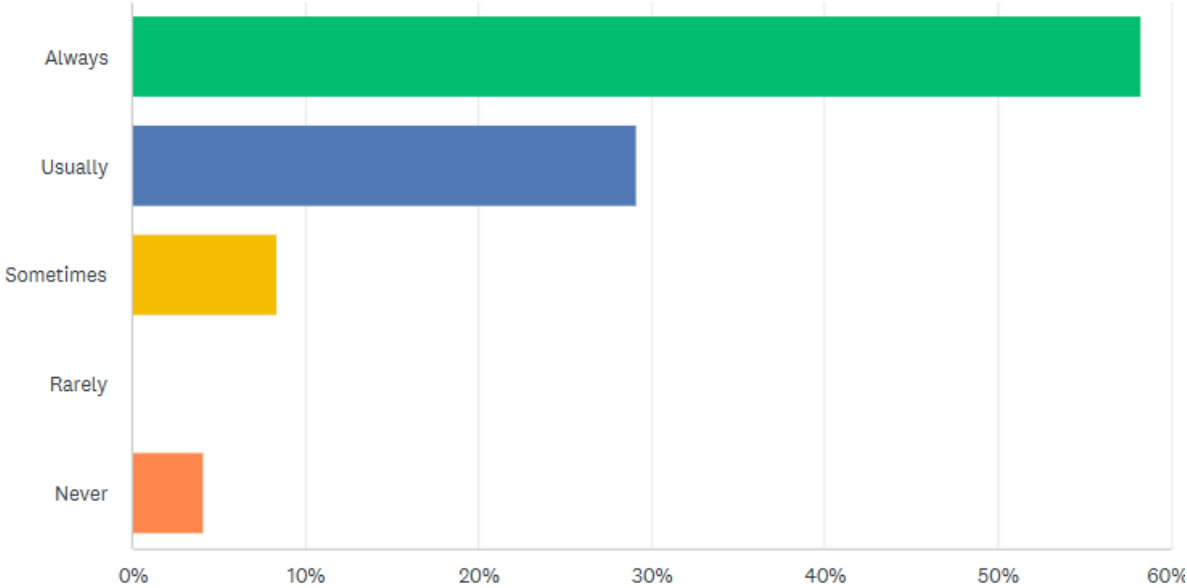


# Spruce Lodge, Resident Engagement Survey 2025

## The home is quiet when it should be

...

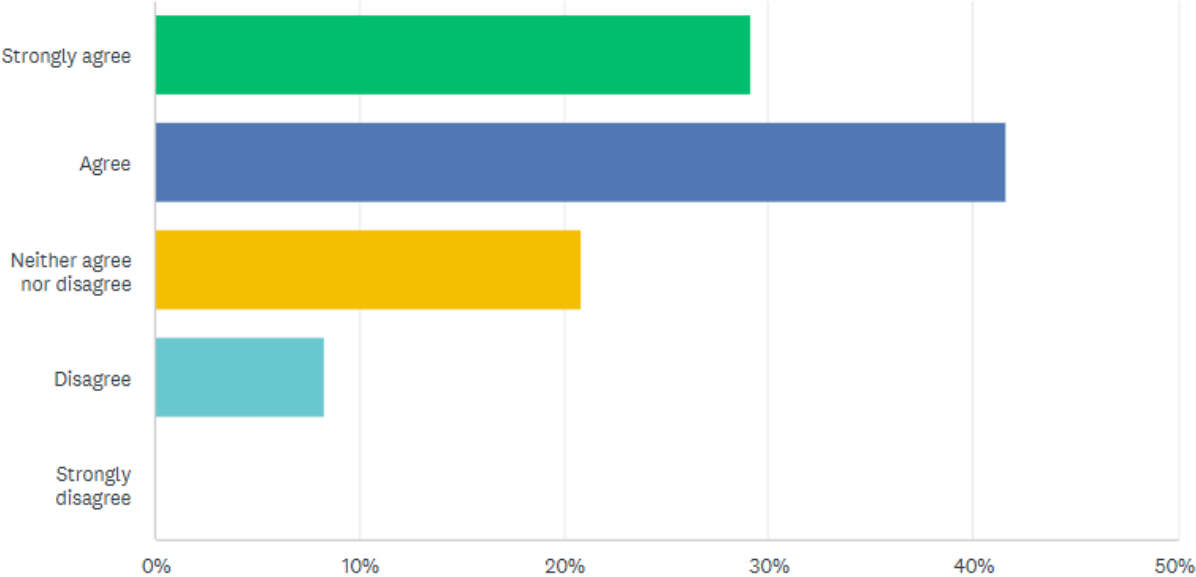
Answered: 24 Skipped: 0



## The temperature of the home is comfortable

...

Answered: 24 Skipped: 0

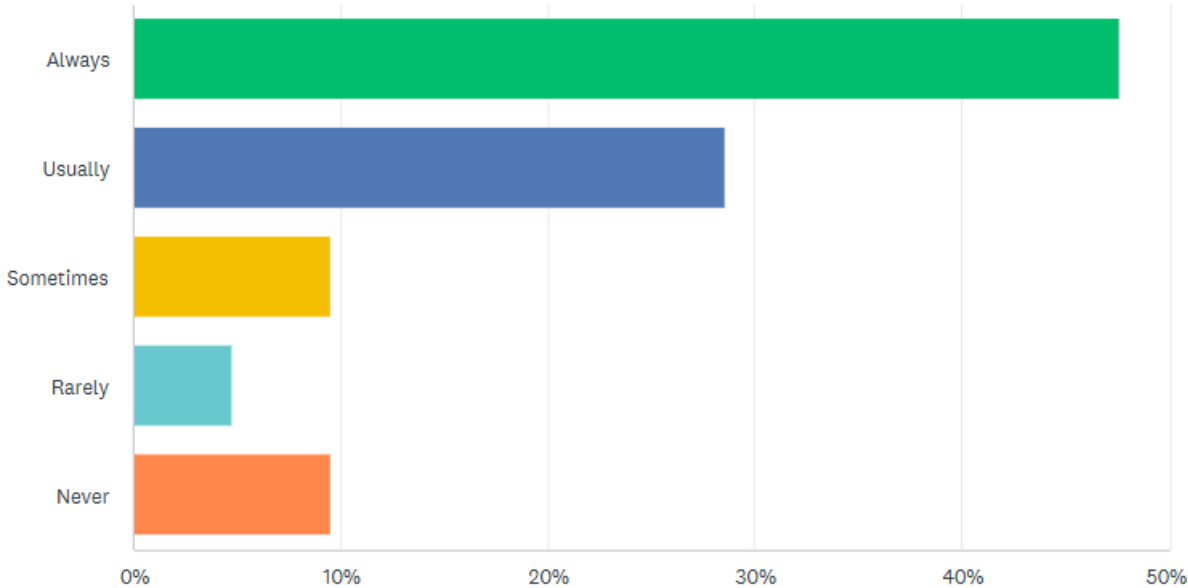


# Spruce Lodge, Resident Engagement Survey 2025

## The laundry services are good

...

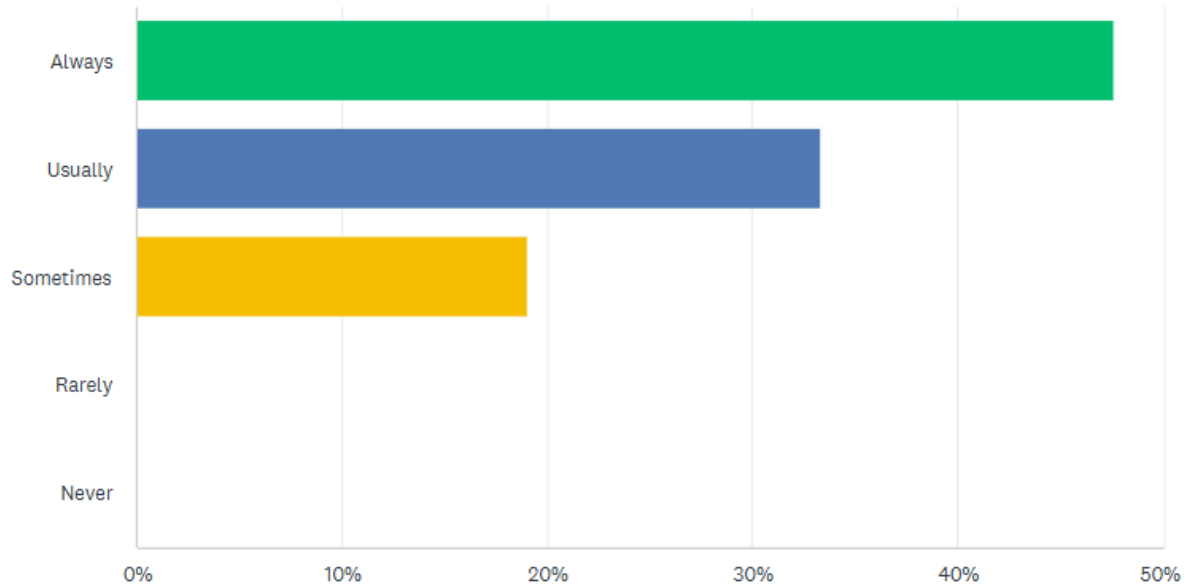
Answered: 21 Skipped: 3



## I like the activities offered

...

Answered: 21 Skipped: 3

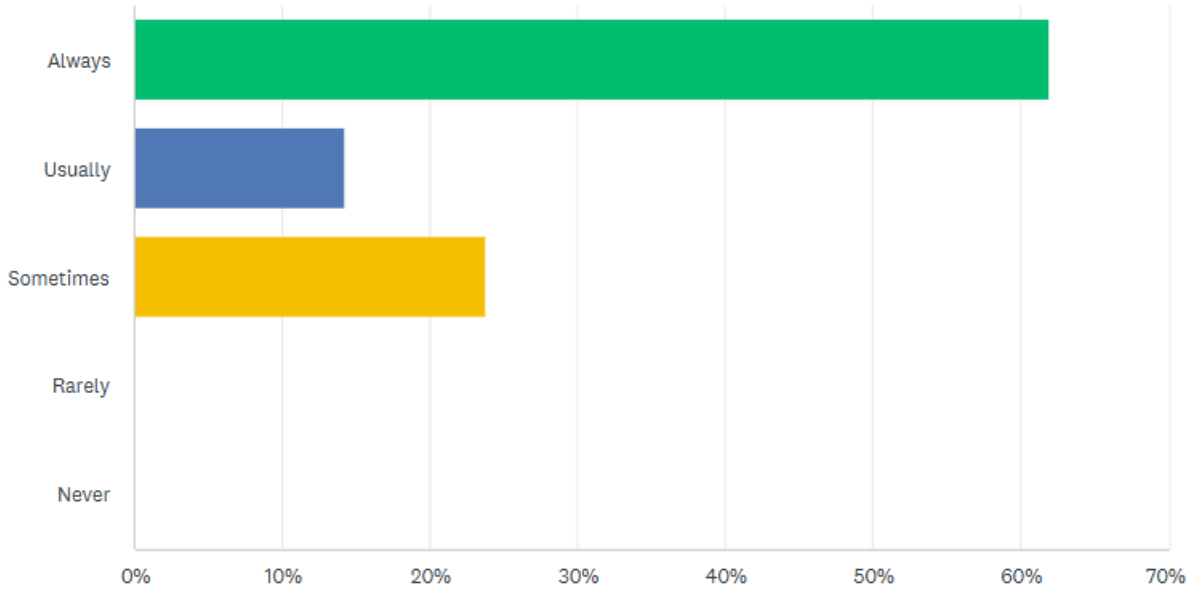


# Spruce Lodge, Resident Engagement Survey 2025

## Staff are willing to follow my preferences about my care, i.e. what to wear

...

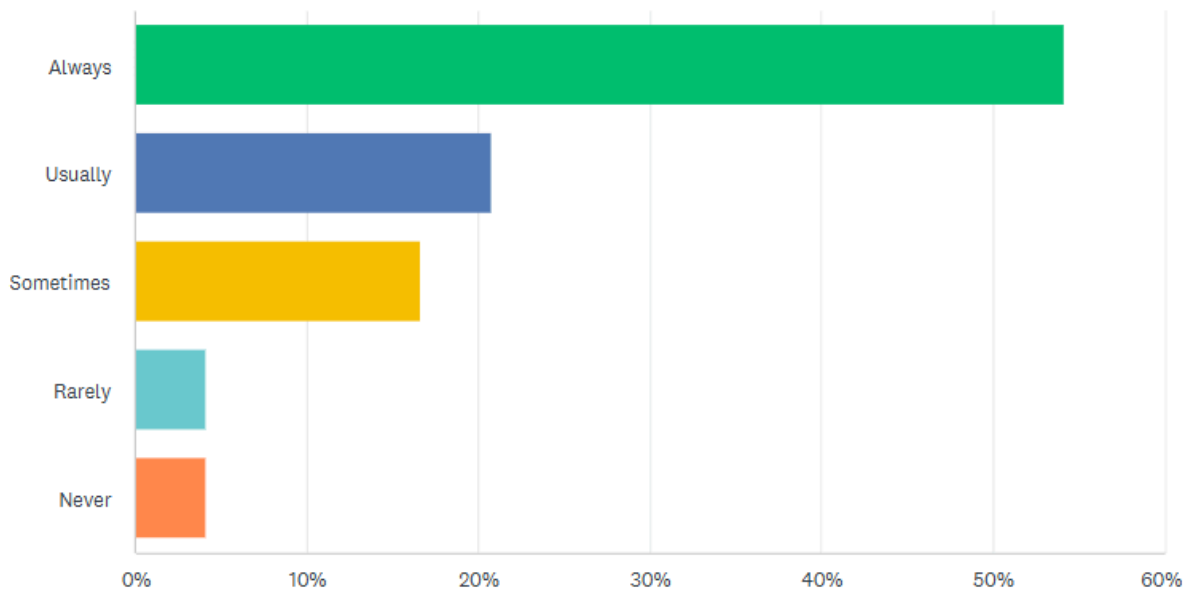
Answered: 21 Skipped: 3



## I decide when to wake up in the morning and when to go to bed

...

Answered: 24 Skipped: 0

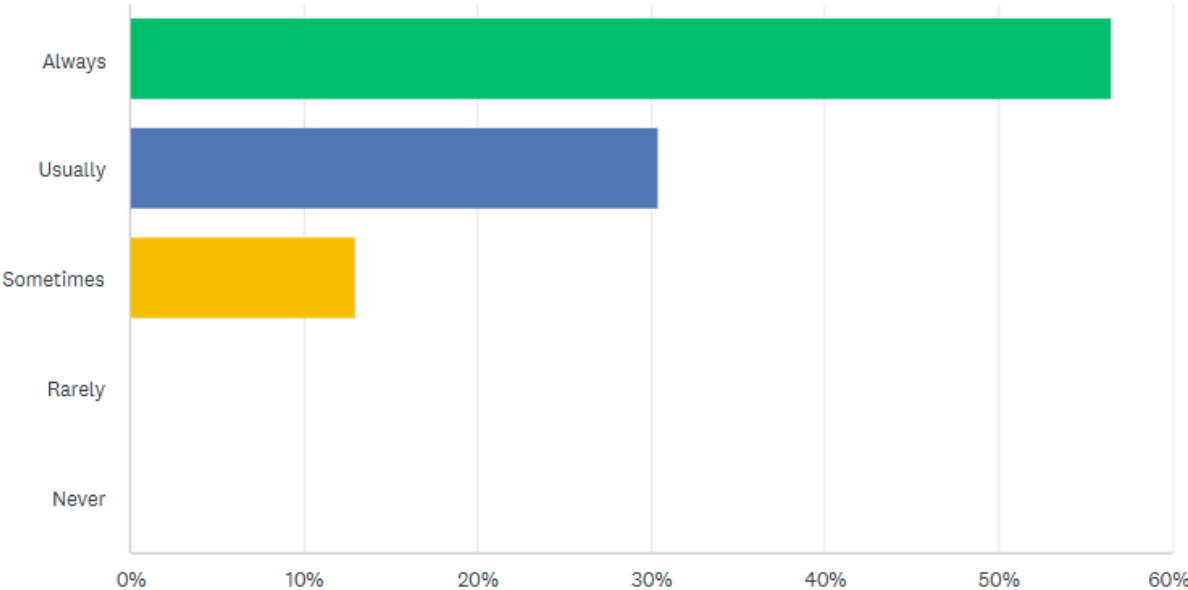


# Spruce Lodge, Resident Engagement Survey 2025

**I am well cared for 24 hours a day, 7 days a week**

...

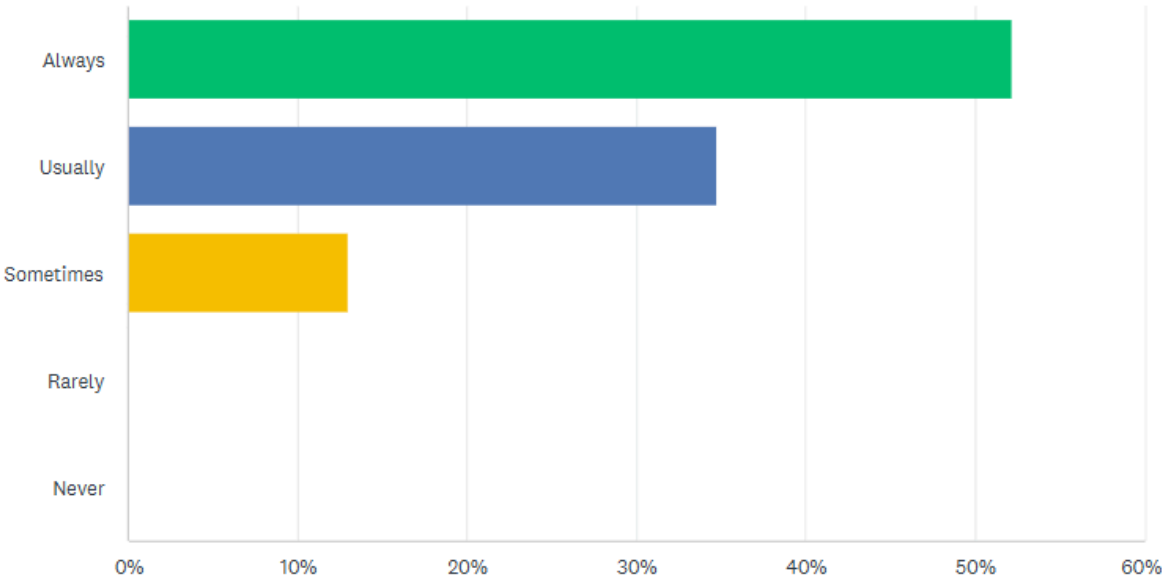
Answered: 23 Skipped: 1



**I am satisfied with the care provided by the RPN's and RN's- i.e. I get my pills ...**

...

Answered: 23 Skipped: 1

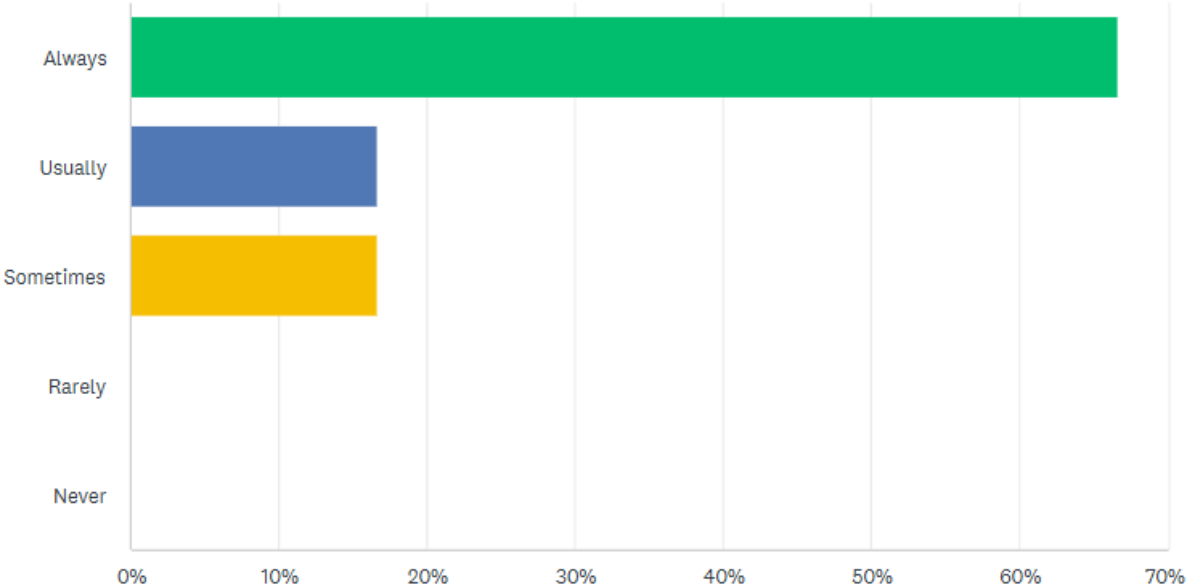


# Spruce Lodge, Resident Engagement Survey 2025

If used, I am satisfied with the incontinent products offered at the home

...

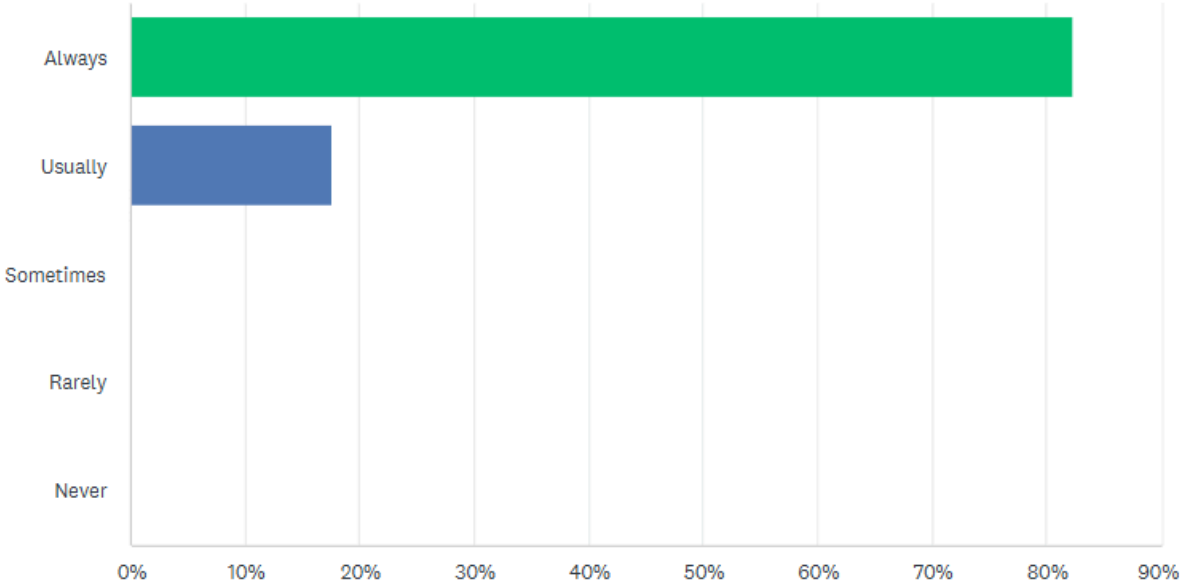
Answered: 12 Skipped: 12



If used, I am satisfied with the services of the hairdresser

...

Answered: 17 Skipped: 7

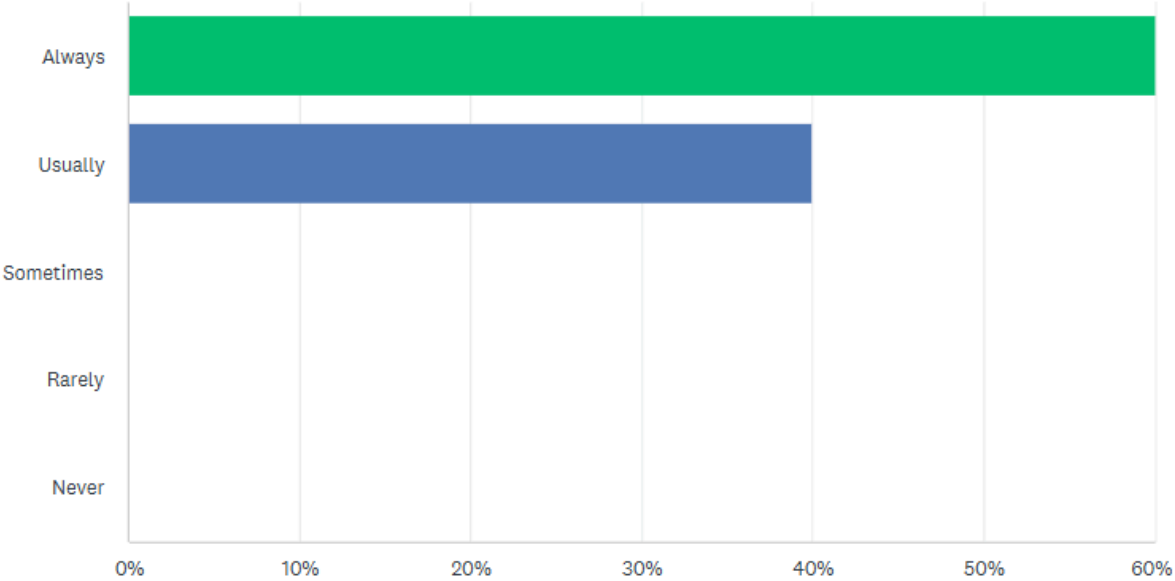


# Spruce Lodge, Resident Engagement Survey 2025

If used, I am satisfied with the services of the Footcare nurse

...

Answered: 5 Skipped: 19

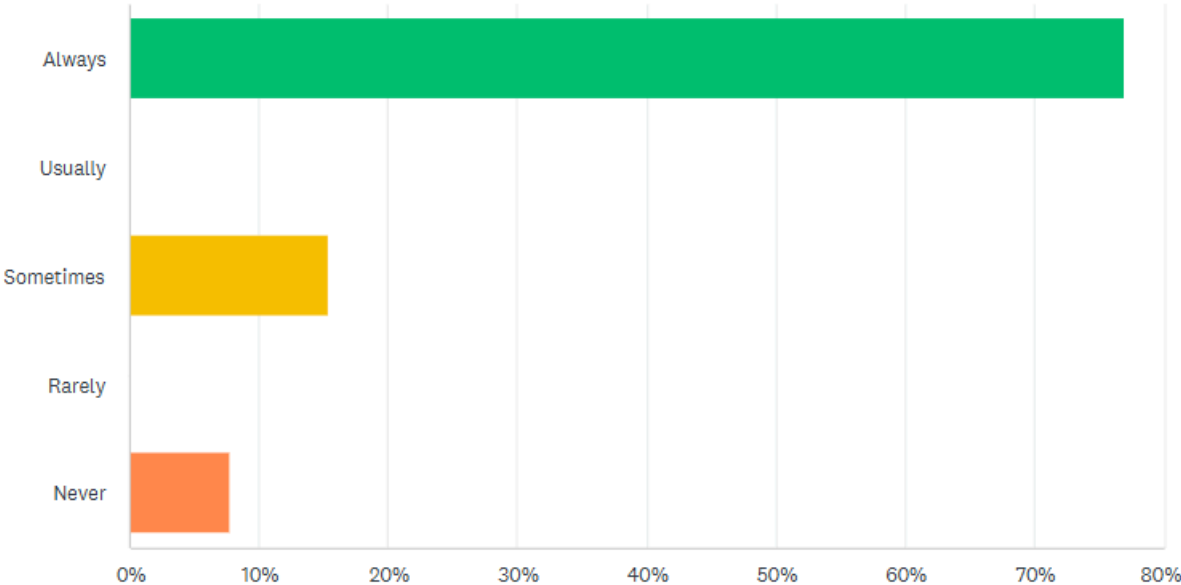


# Spruce Lodge, Resident Engagement Survey 2025

## If used, I am satisfied with the Physiotherapy services

...

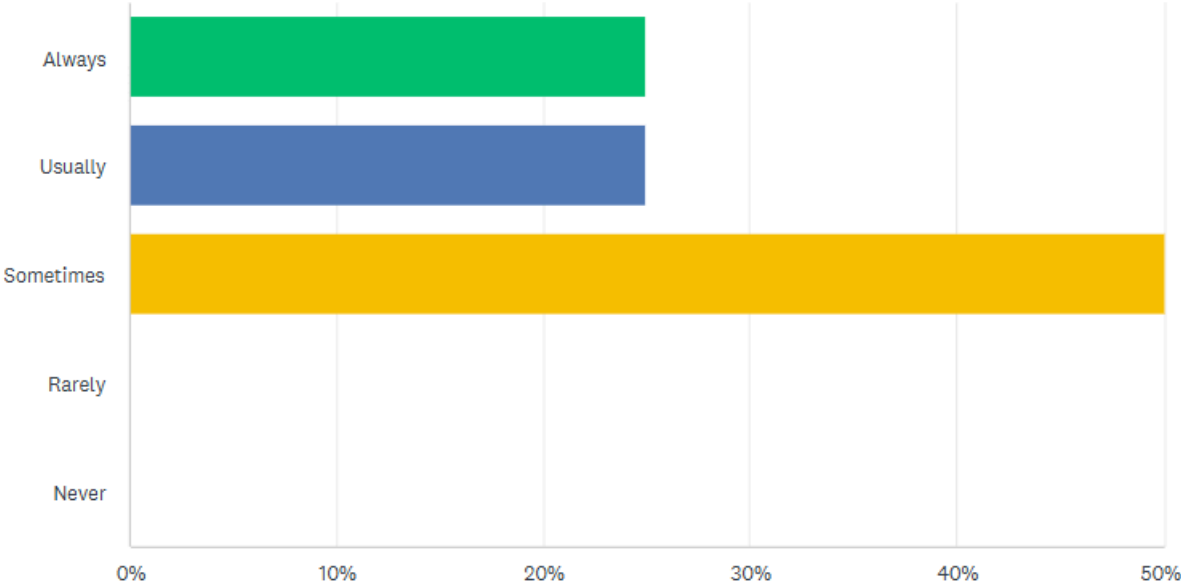
Answered: 13 Skipped: 11



## If used, I am satisfied with the services of the Dental Service

...

Answered: 4 Skipped: 20

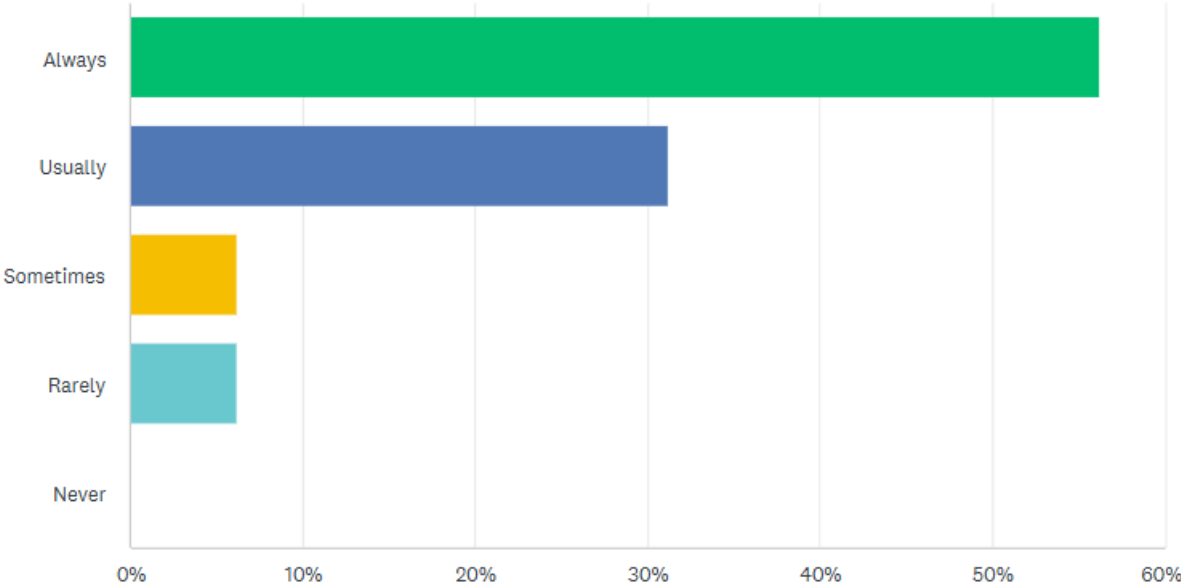


# Spruce Lodge, Resident Engagement Survey 2025

## If used, I am satisfied with the services of the Pharmacy

...

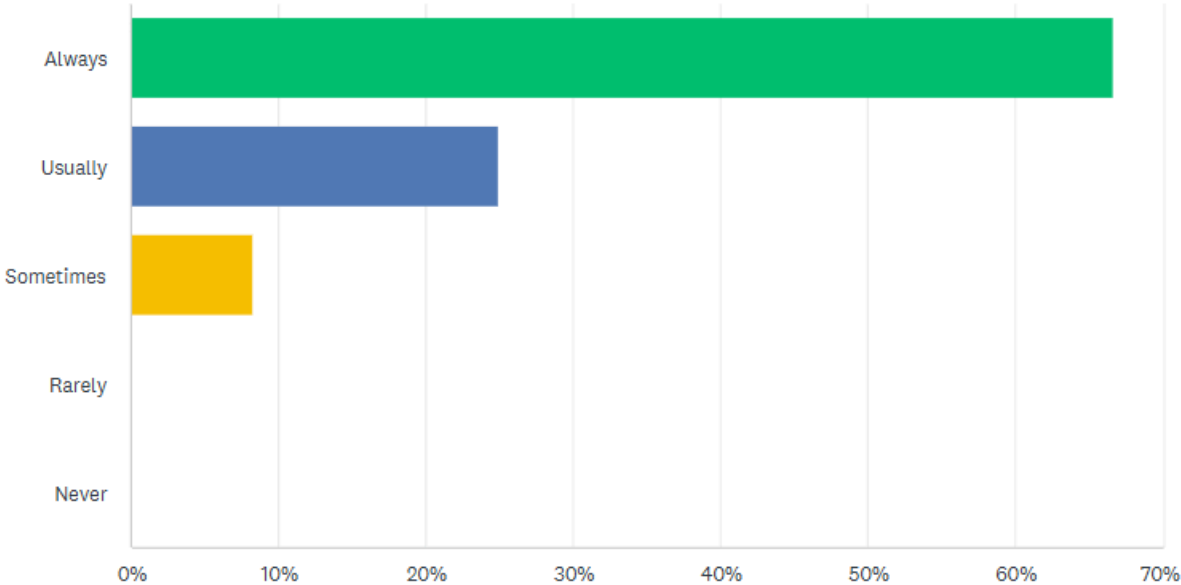
Answered: 16 Skipped: 8



## Staff encourage me to do the things I am able to do for myself

...

Answered: 24 Skipped: 0

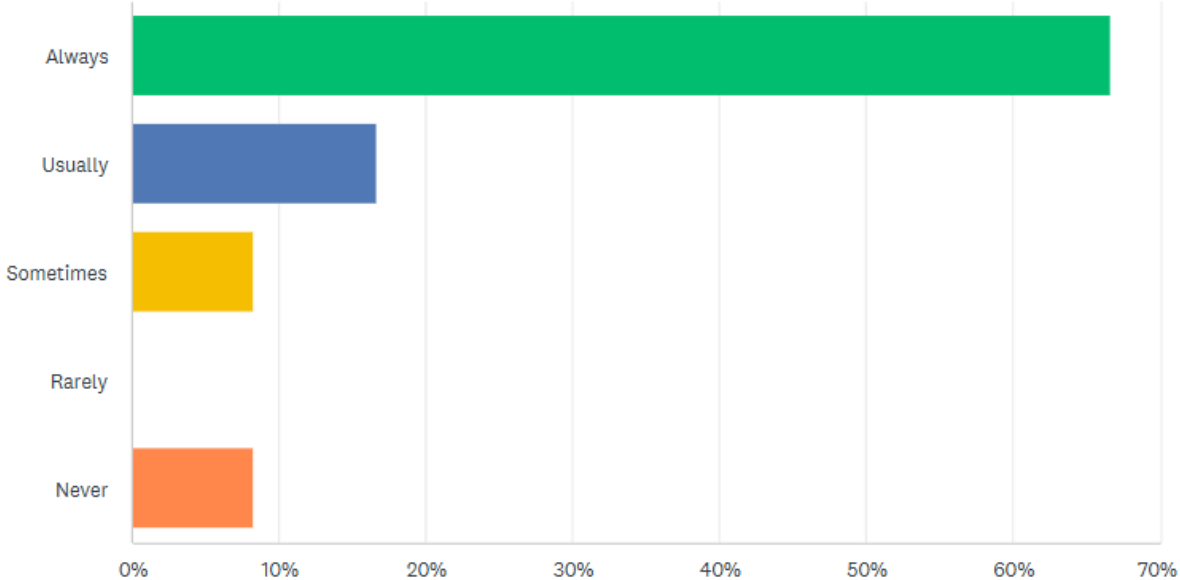


# Spruce Lodge, Resident Engagement Survey 2025

## Overall, this is a good place to live

...

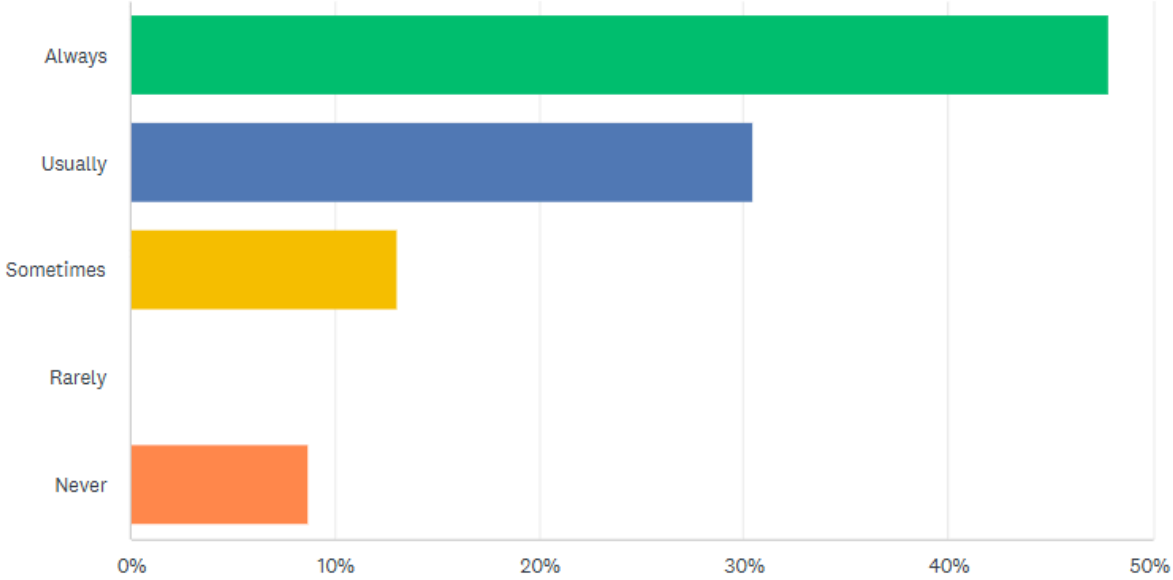
Answered: 24 Skipped: 0



## I tend to be happy here

...

Answered: 23 Skipped: 1

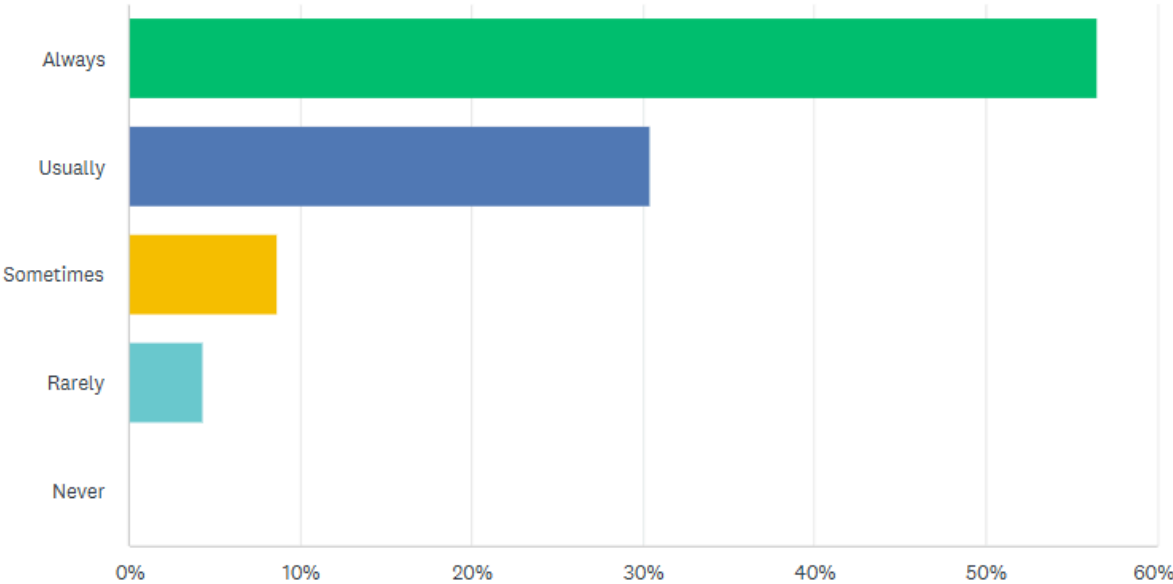


# Spruce Lodge, Resident Engagement Survey 2025

## I would recommend Spruce Lodge to others

...

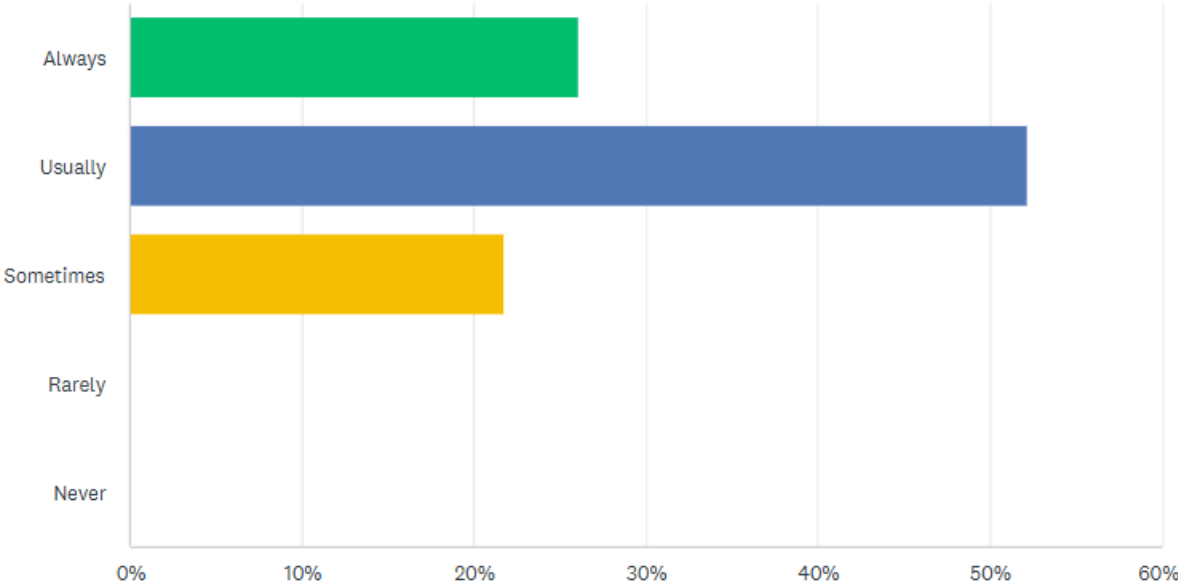
Answered: 23 Skipped: 1



## I can understand the staff when they speak to me

...

Answered: 23 Skipped: 1

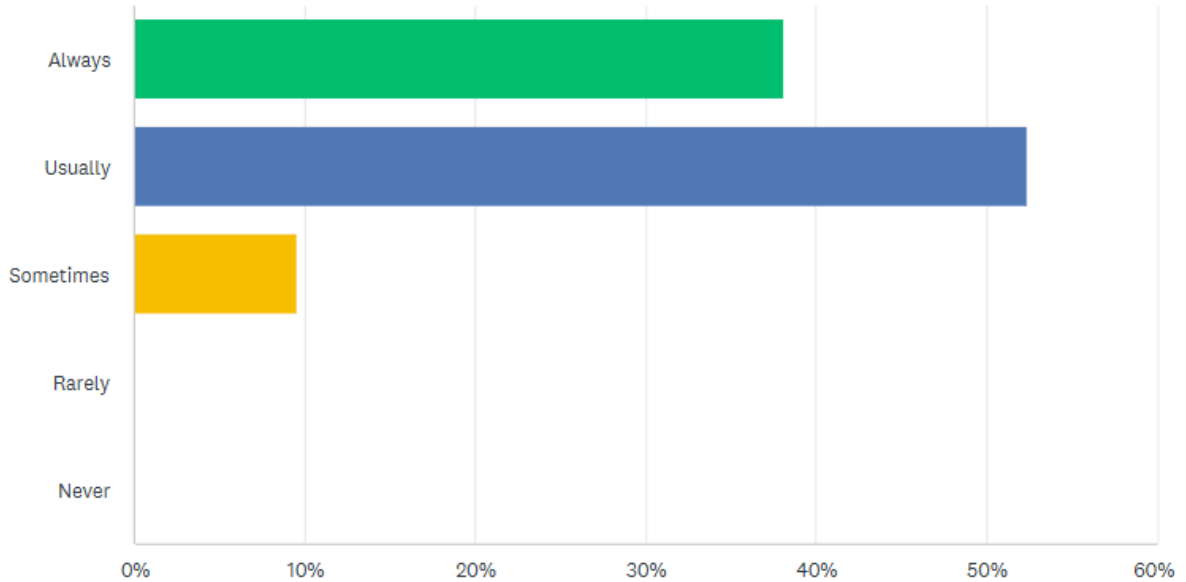


# Spruce Lodge, Resident Engagement Survey 2025

I feel the staff are trained appropriately to care for me and my needs

...

Answered: 21 Skipped: 3



What does Putting People First mean to you?

- Taking care of people, attending to their needs
- That you make us a priority
- Helping others
- I believe SL does this, I see it all the time
- That we are important
- The connection with workers
- If a person has a problem, you see to it and fix it
- Always offer choice, respect me
- That staff make residents a priority

## Spruce Lodge, Resident Engagement Survey 2025

Are there any areas of the home or your neighbourhood that could be improved to be more accessible to make it easier for you to participate in your daily routine?

- The tub and shower room in the east looks great
- I like that the carpets are being removed
- Make the courtyard accessible
- Cluttered hallways, keep equipment organized to one side.
- Wider sidewalks closer to smoking area
- Make the door wider from the dining room in the North to the hallway by the elevator
- Fix the floor going into the West

What is something Spruce Lodge does well and you would like them to continue?

- Caring for people
- Taking people for walks
- Everything, this is a great place, everything you do is good
- Consistent staff
- Activities
- To give me the time that I need to continue to be as independent as I can be but then help me when I need it. This is my home and I am happy for that.
- The staff offer respect and choices
- Continue to joke with me
- I am alone a lot; I appreciate when the staff take time to sit with me.

## Spruce Lodge, Resident Engagement Survey 2025

What is something you would like the staff at Spruce Lodge to change?

- Improve laundry, missing clothes or they get in the wrong closet
- I would like to be able to sleep in at times
- More programs on holidays and weekends
- Staff not speaking English
- Improve communication between shifts
- It is cold in areas of the home
- Nothing at this time
- Put undergarments on residents and always comb the resident's hair
- Food is not home cooked, I would rather be at home