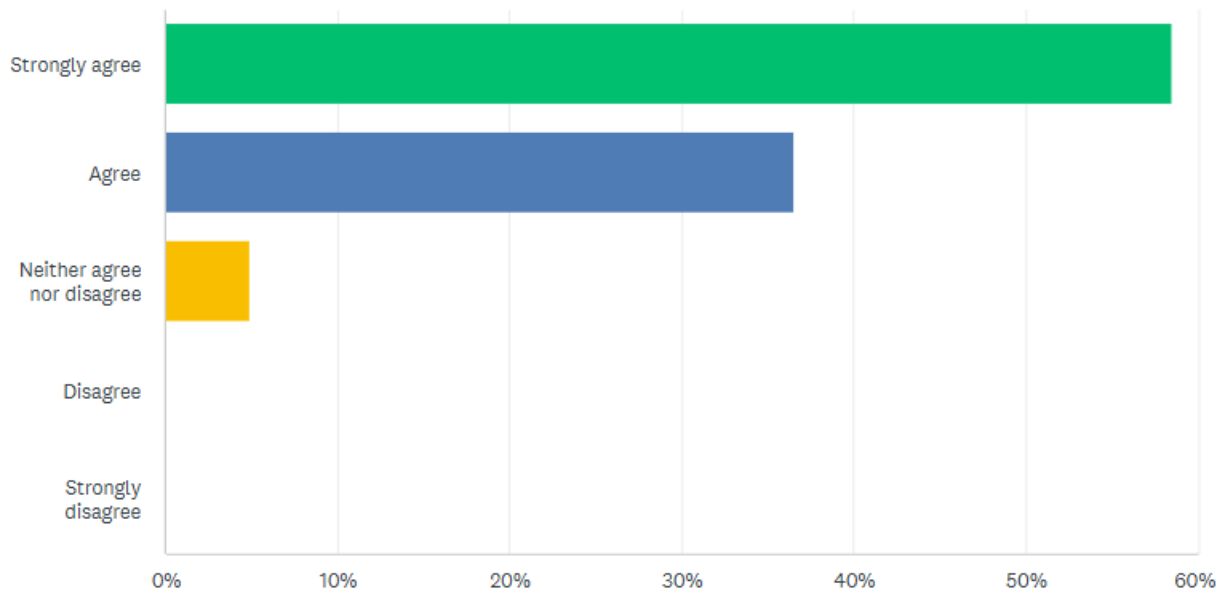


# Spruce Lodge Family Engagement Survey Results, 2025

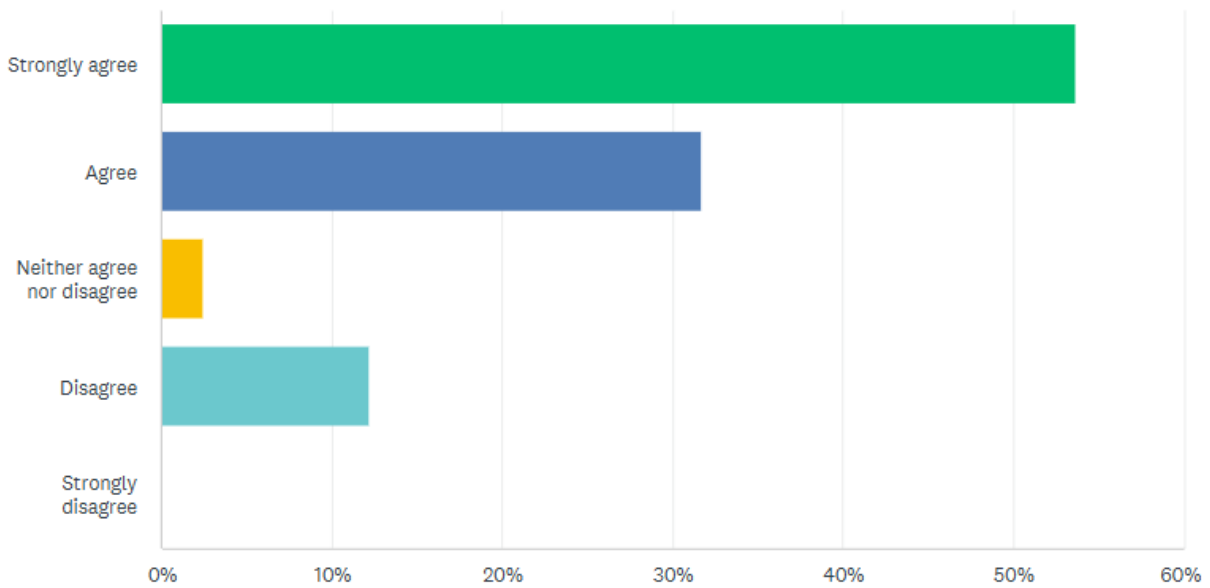
## ABOUT SPRUCE LODGE: The overall atmosphere at Spruce Lodge is welcoming. ...

Answered: 41 Skipped: 0



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

Answered: 41 Skipped: 0

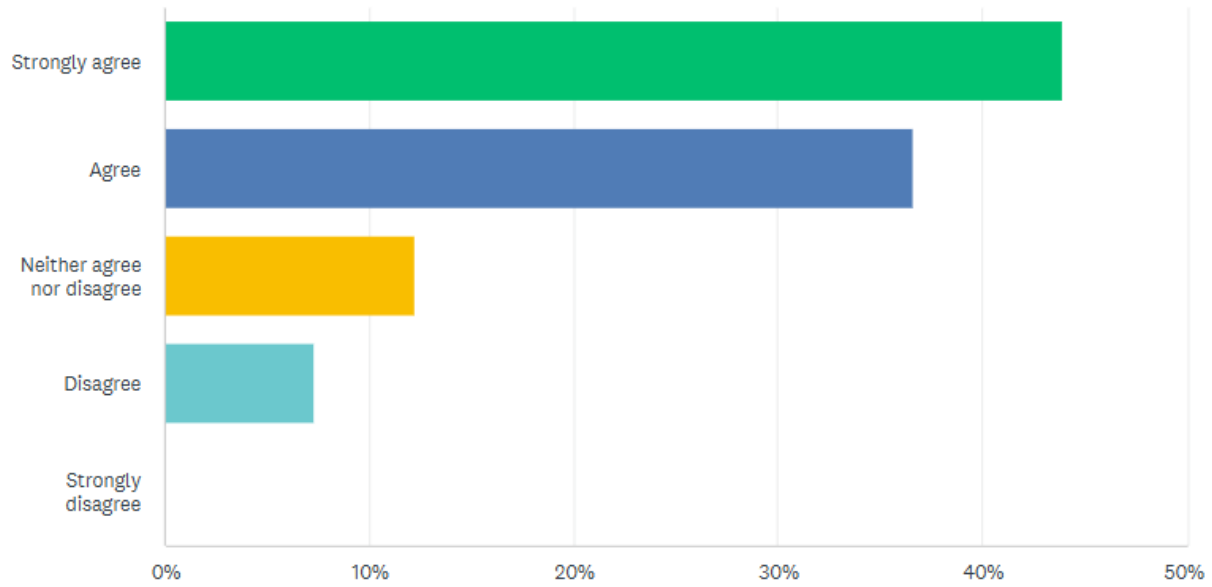


# Spruce Lodge Family Engagement Survey Results, 2025

## My resident feels safe and secure.

...

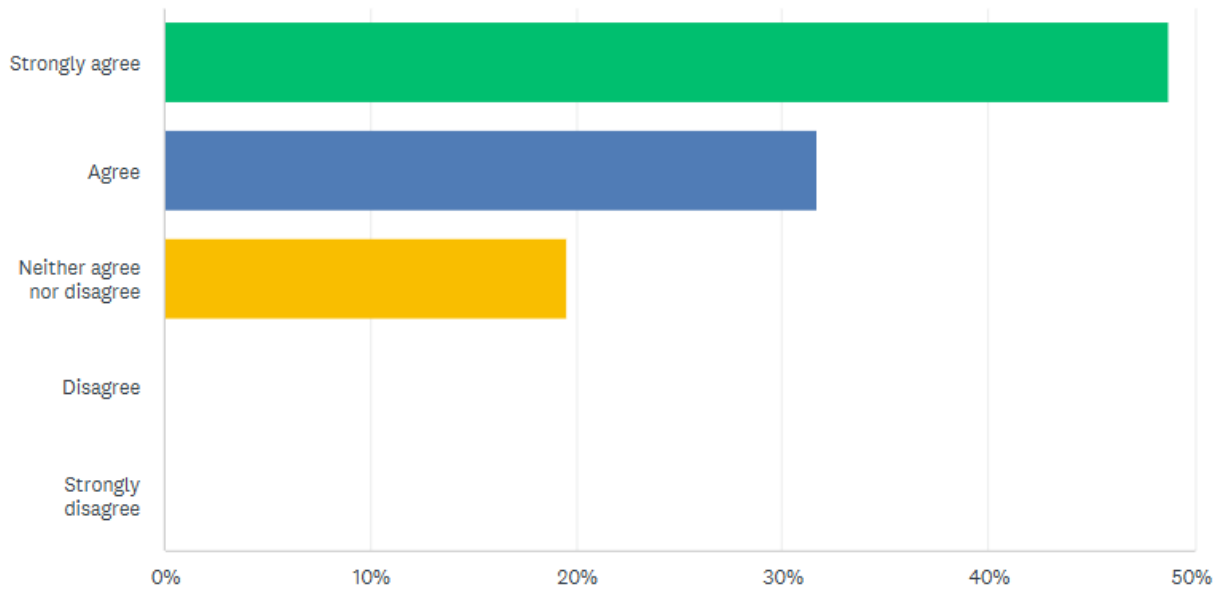
Answered: 41 Skipped: 0



## Spruce Lodge respects my resident's culture and diversity.

...

Answered: 41 Skipped: 0

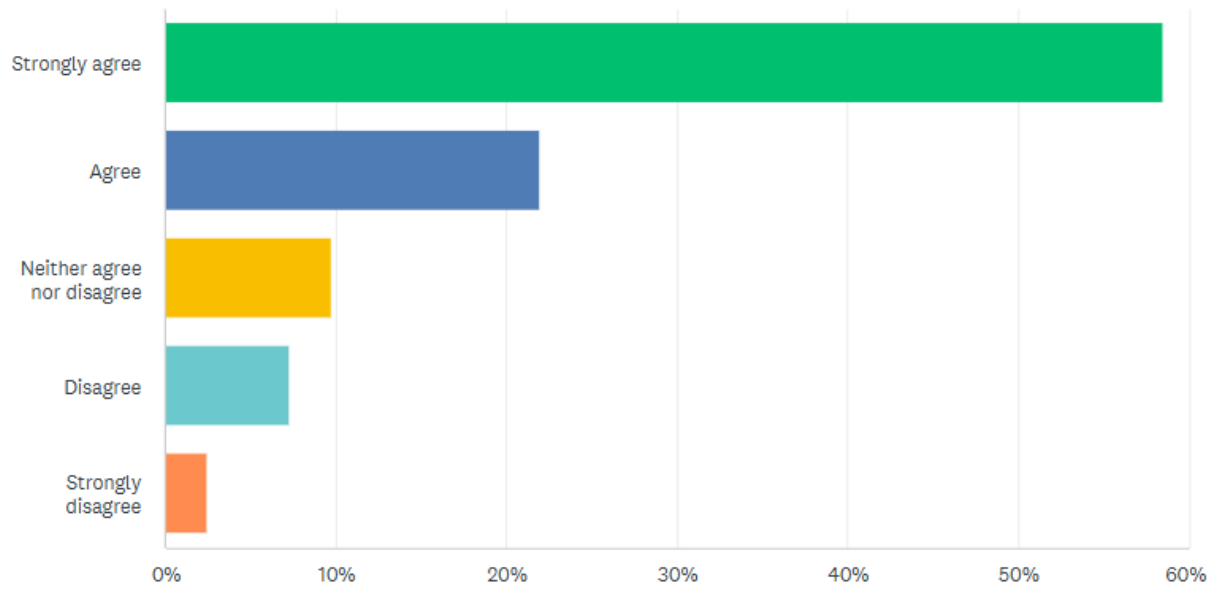


# Spruce Lodge Family Engagement Survey Results, 2025

## I would recommend Spruce Lodge to others in the community.

...

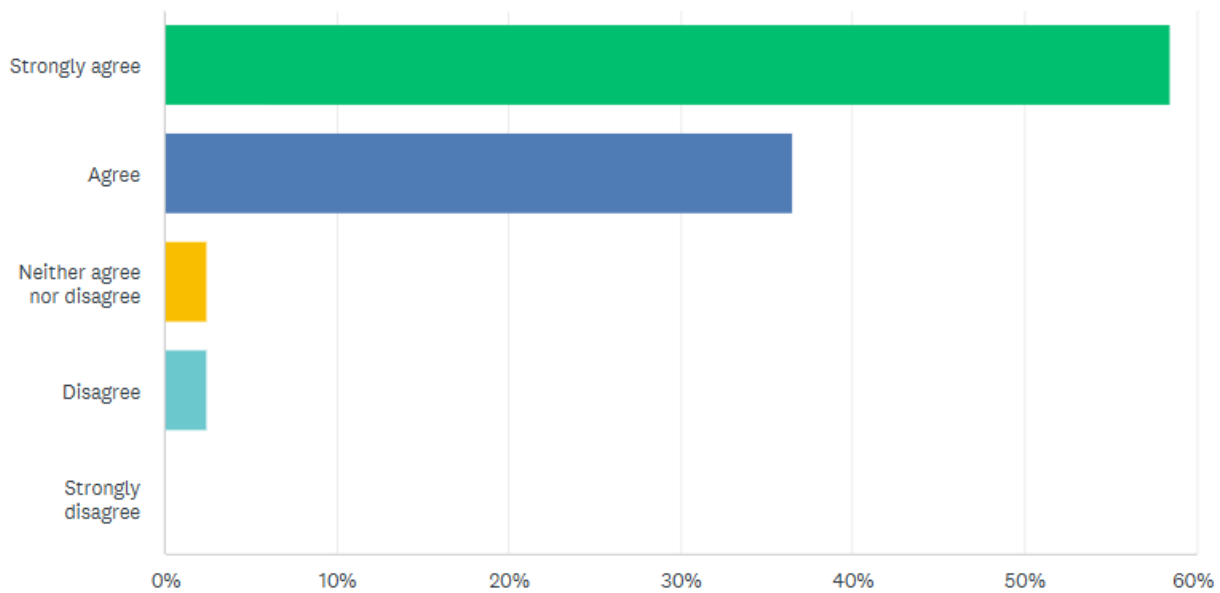
Answered: 41 Skipped: 0



## ABOUT OUR HOME: The home is clean.

...

Answered: 41 Skipped: 0

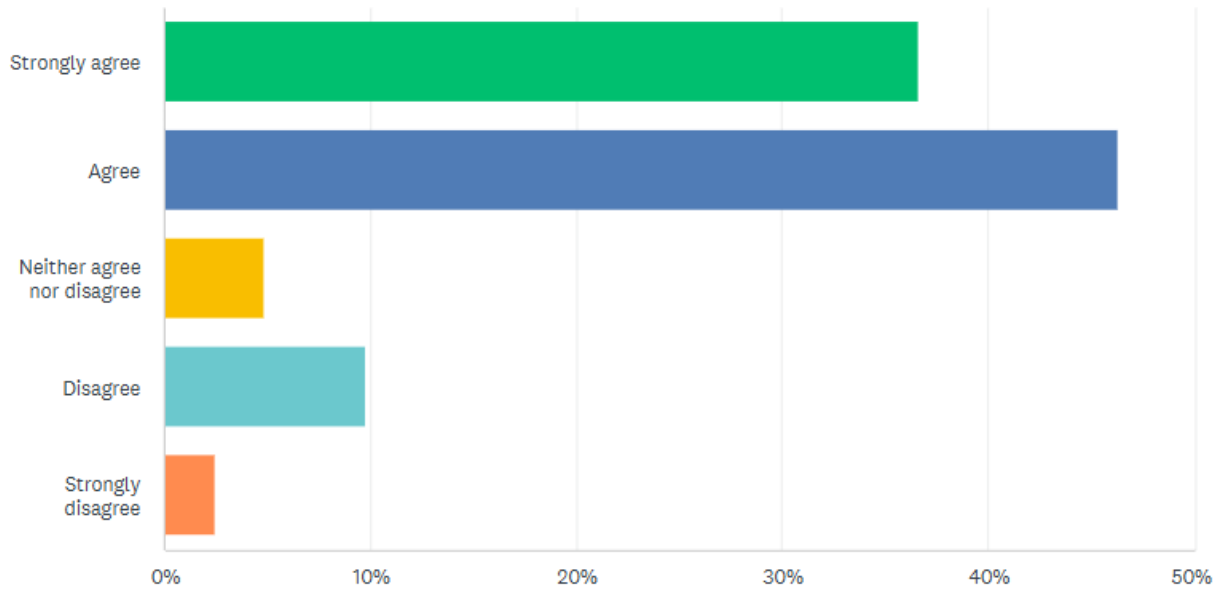


# Spruce Lodge Family Engagement Survey Results, 2025

## The home is free of odours.

...

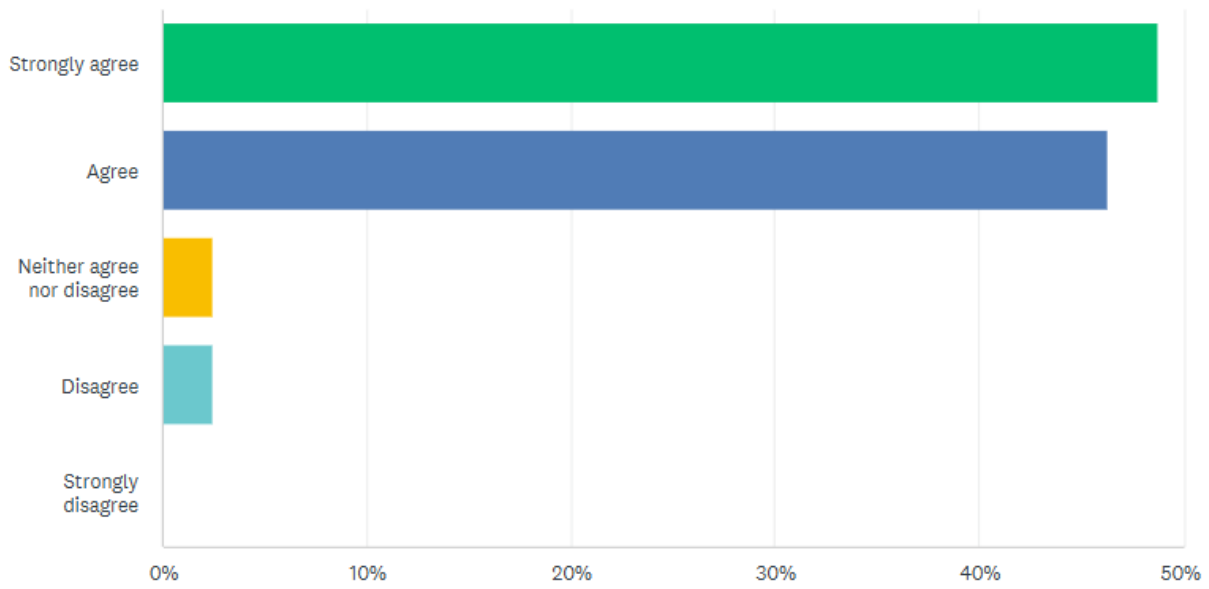
Answered: 41 Skipped: 0



## The outdoor grounds are attractive and well maintained.

...

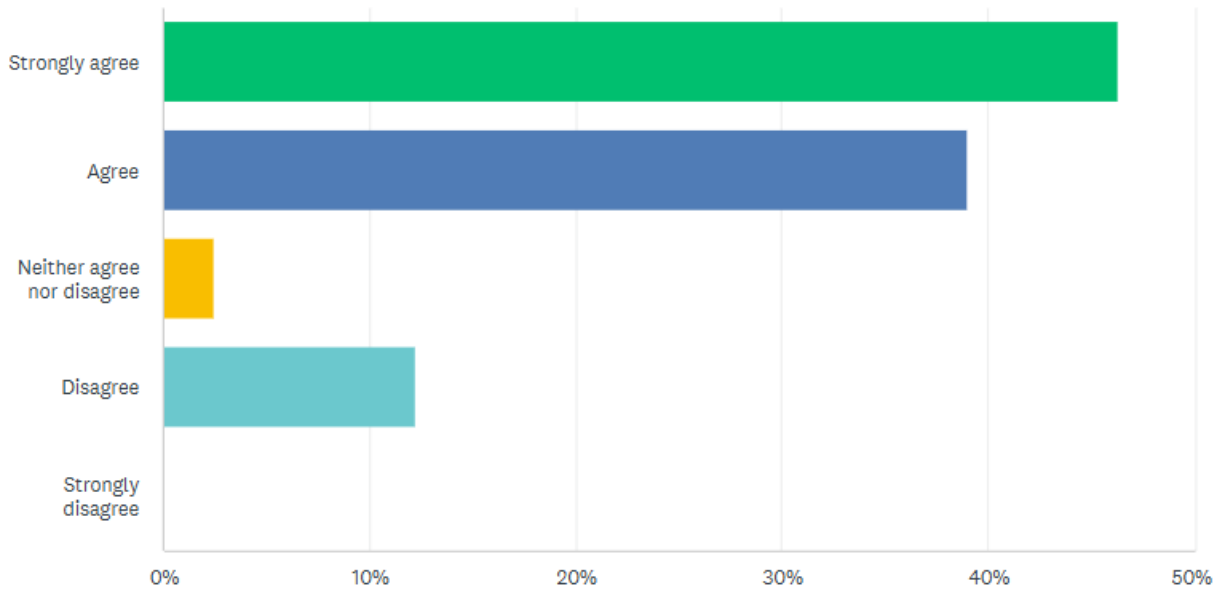
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

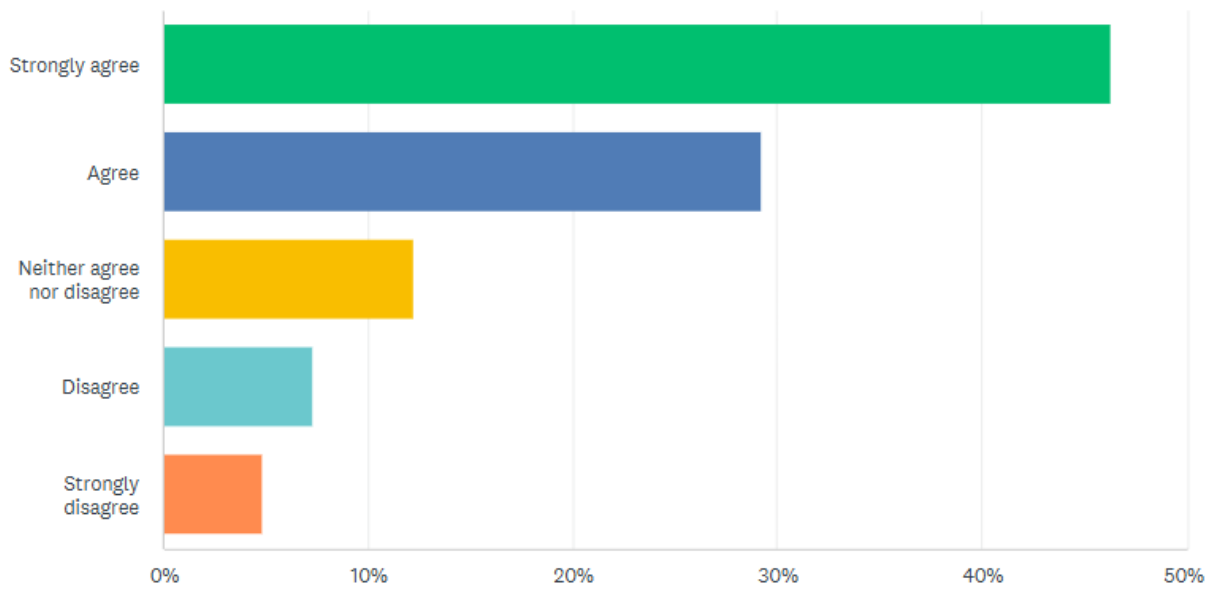
## The temperature of my resident's room is satisfactory to my resident. ...

Answered: 41 Skipped: 0



## ABOUT OUR CARE: My resident receives assistance when needed. ...

Answered: 41 Skipped: 0

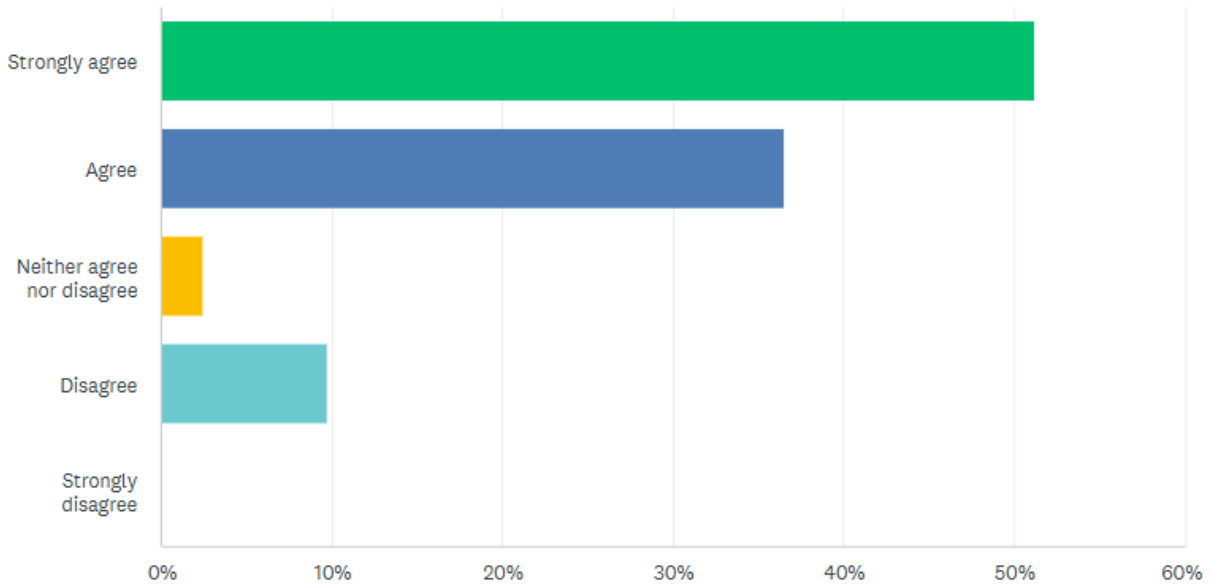


# Spruce Lodge Family Engagement Survey Results, 2025

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

...

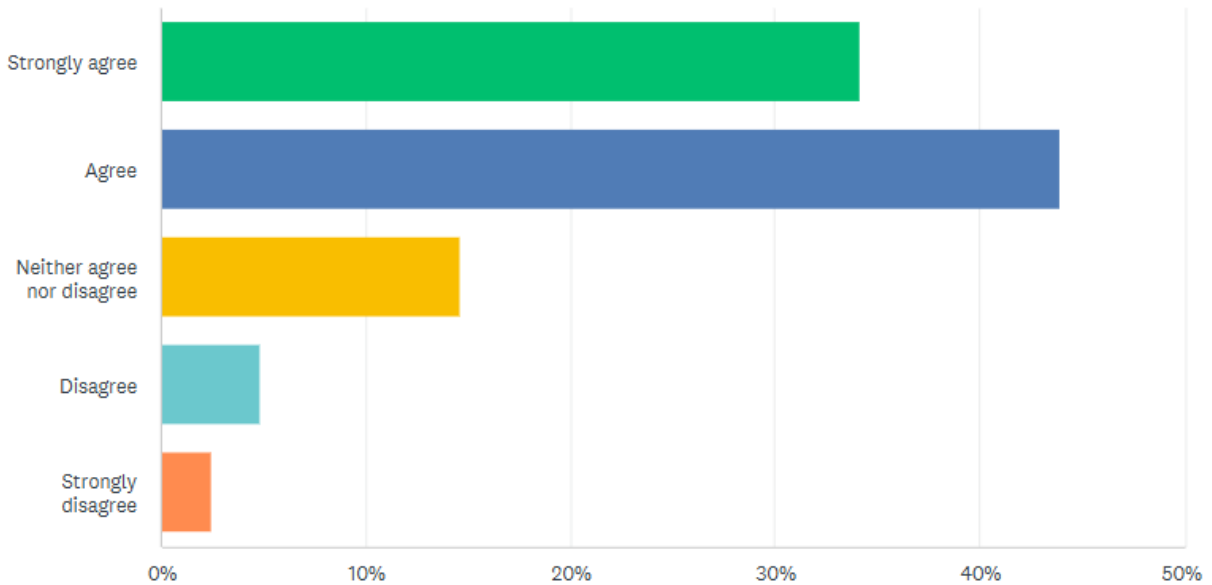
Answered: 41 Skipped: 0



## My resident's plan of care is being followed.

...

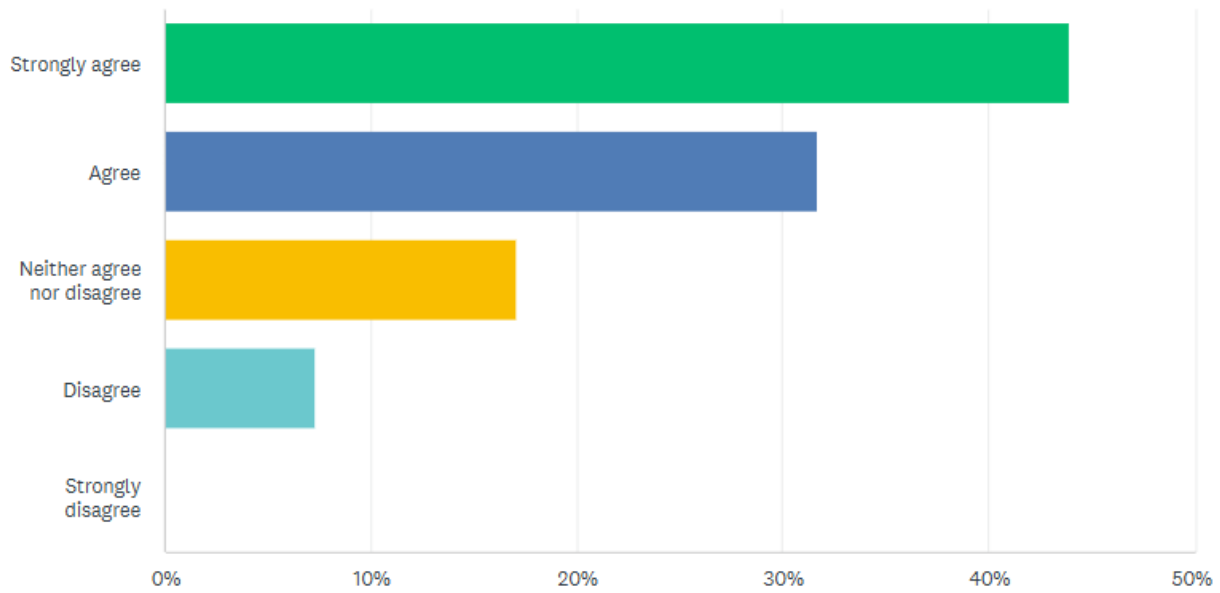
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

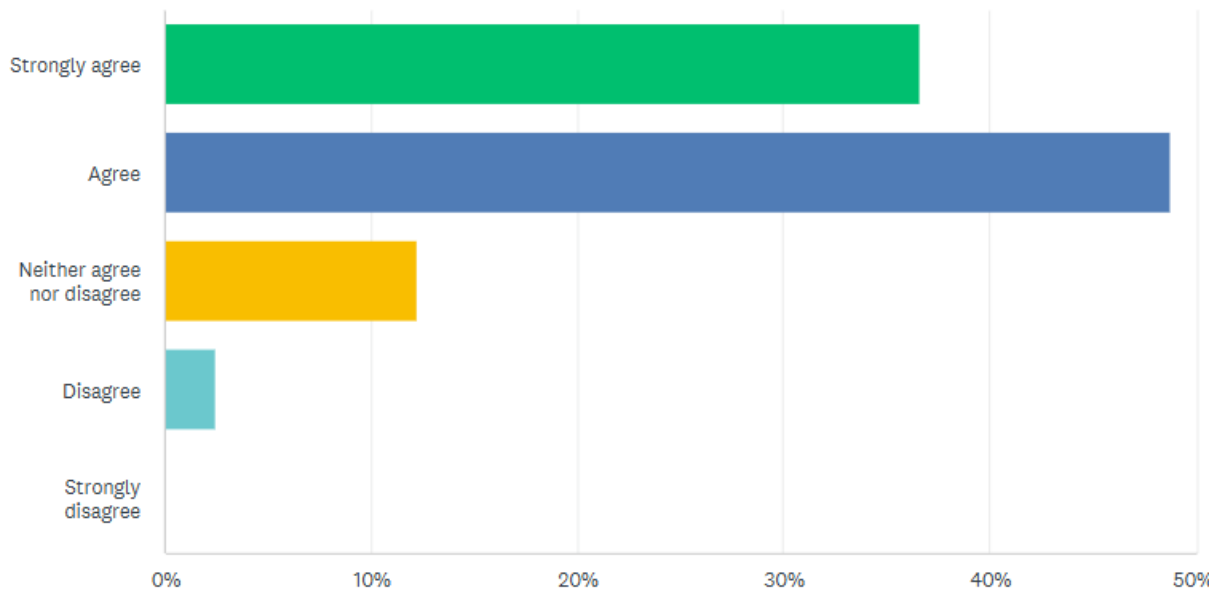
## I am satisfied with the medical attention provided by the Physicians. ...

Answered: 41 Skipped: 0



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

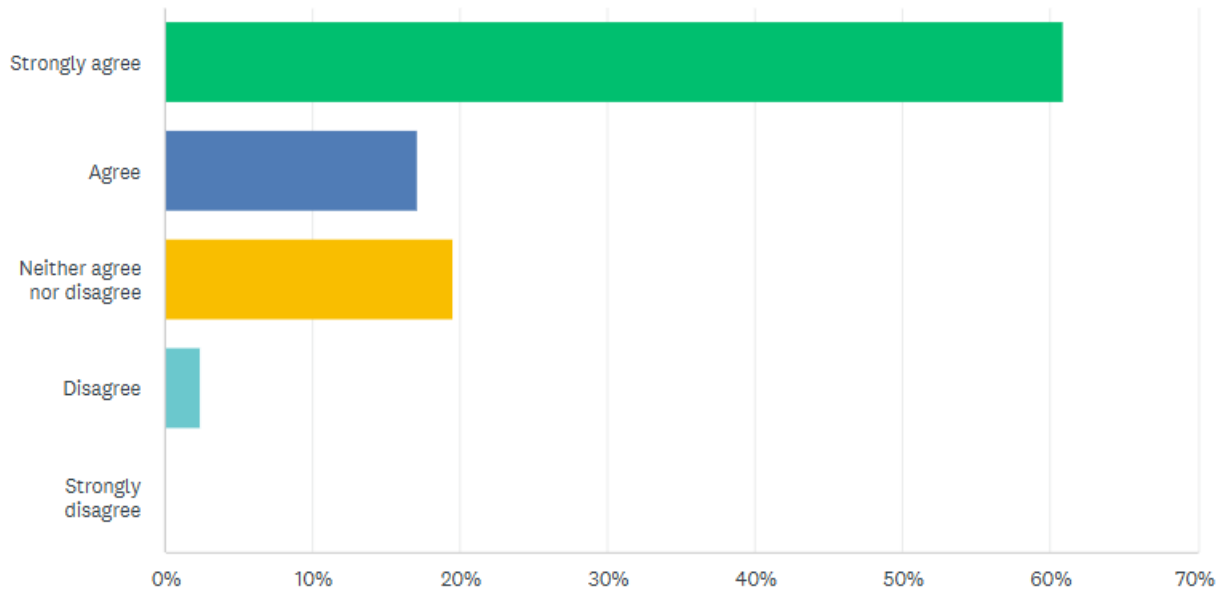
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

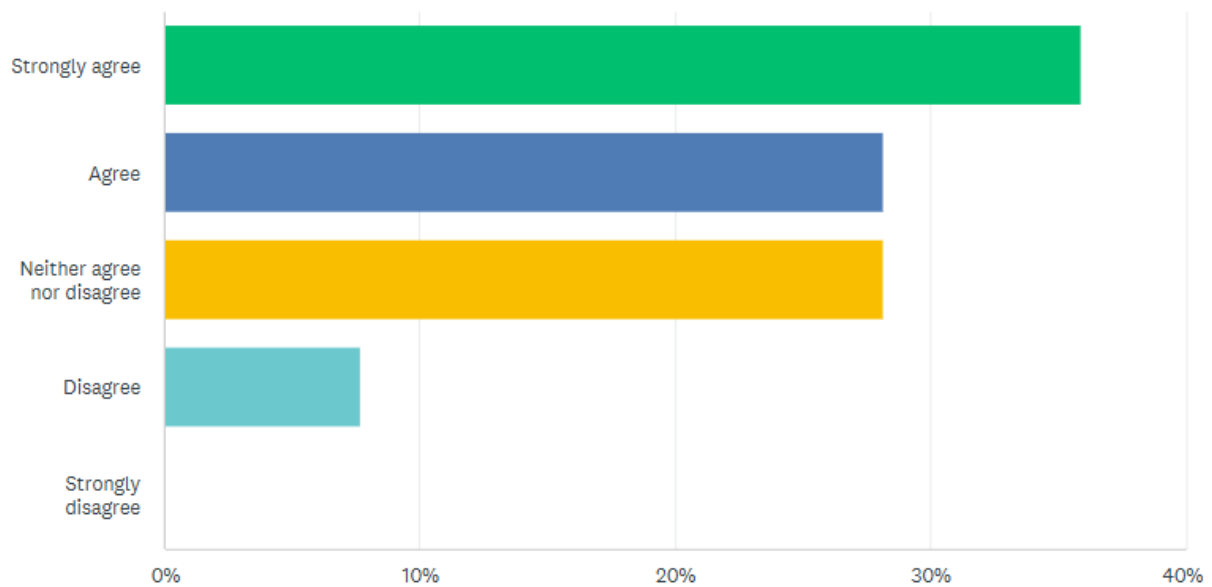
## My resident is content with the services provided by the hairdresser if used. ...

Answered: 41 Skipped: 0



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

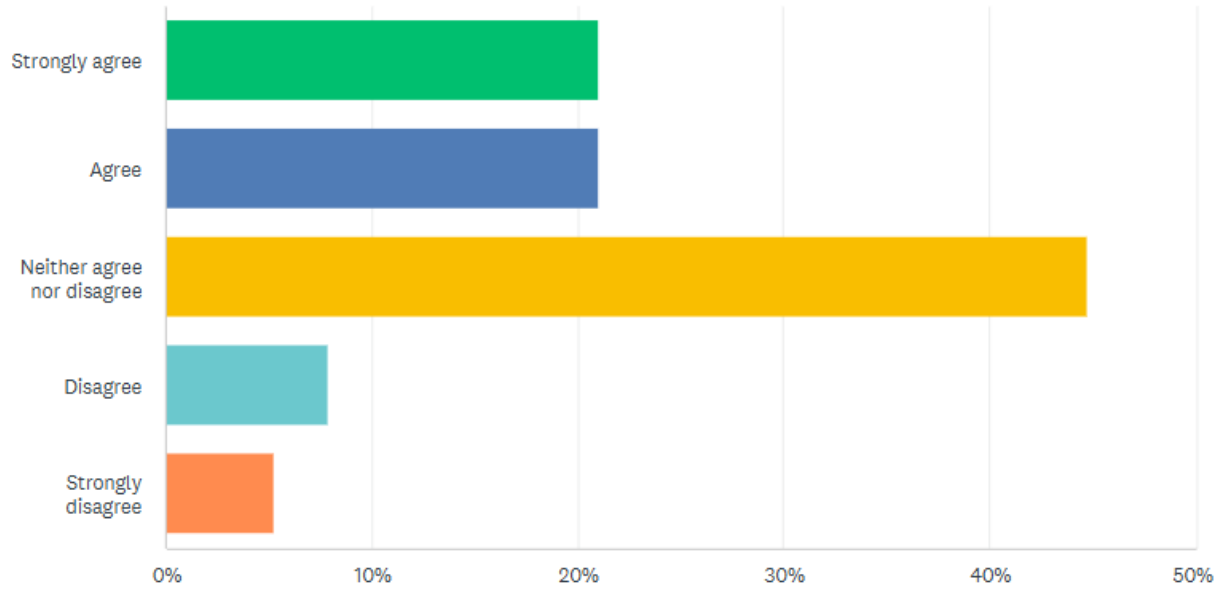
Answered: 39 Skipped: 2



# Spruce Lodge Family Engagement Survey Results, 2025

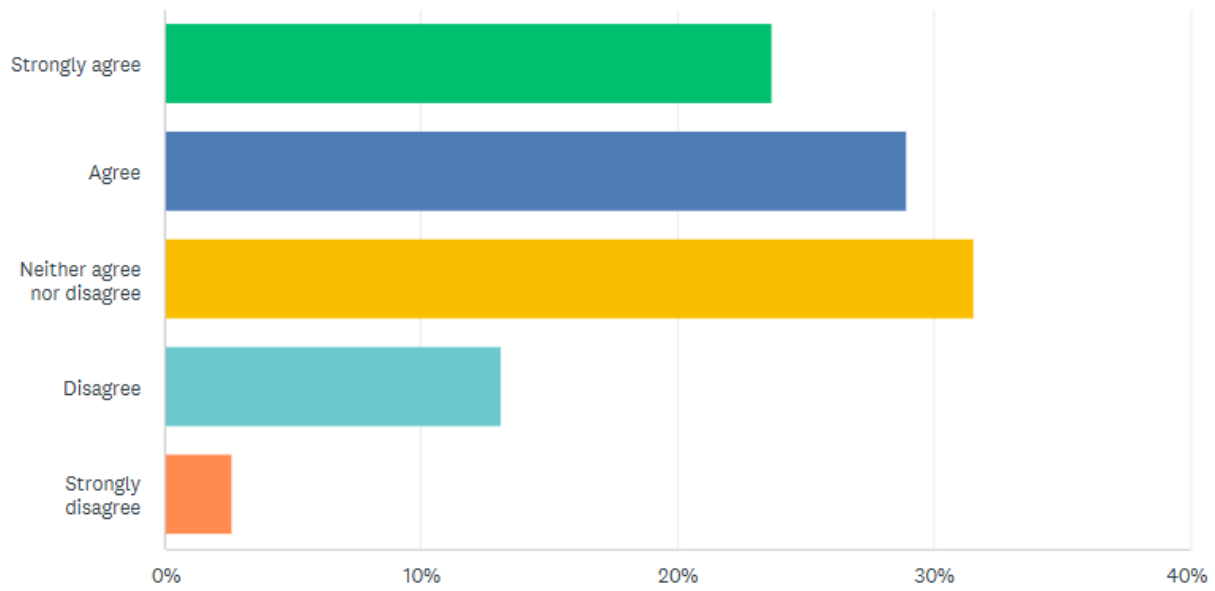
## My resident is content with the services provided by the Dental Provider if us... ...

Answered: 38 Skipped: 3



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

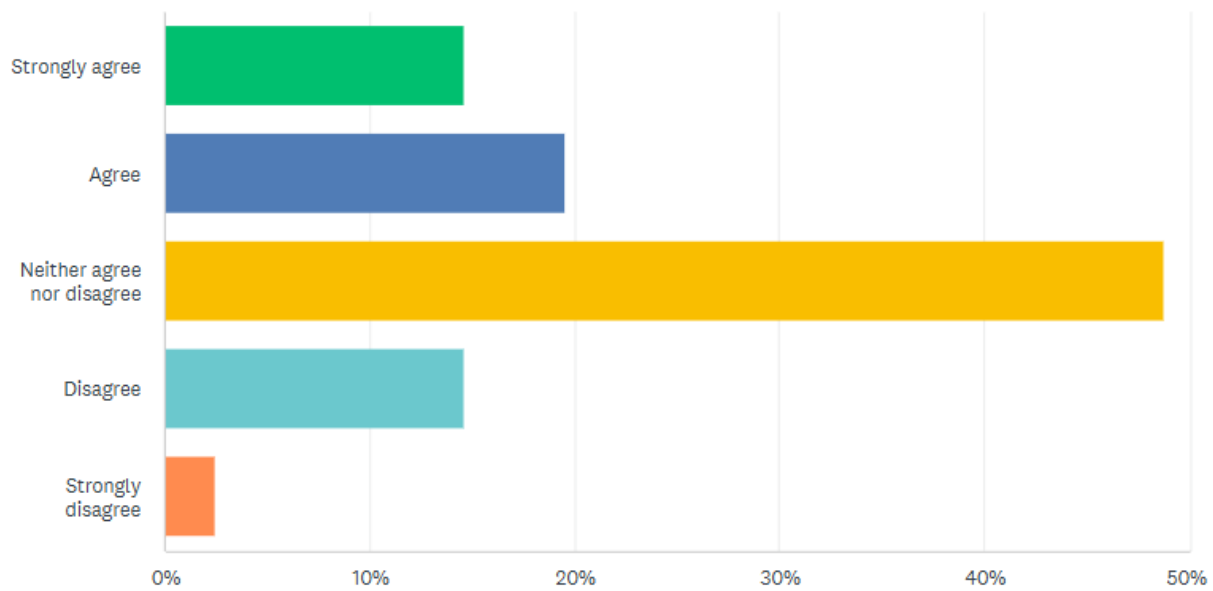
Answered: 38 Skipped: 3



## Spruce Lodge Family Engagement Survey Results, 2025

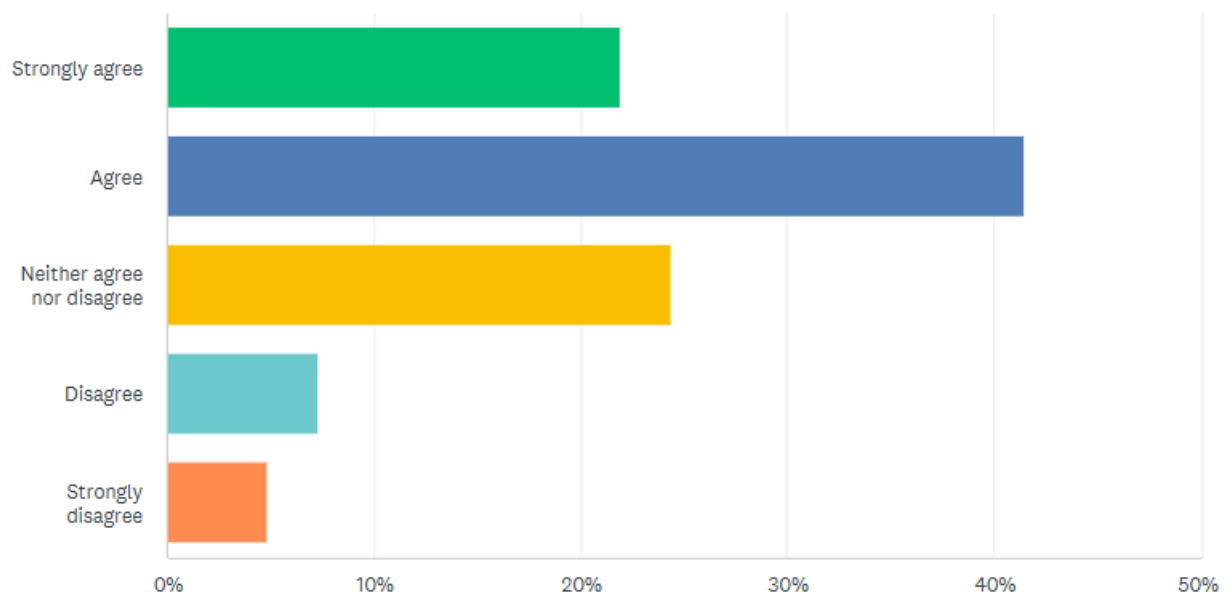
### My resident receives proper daily dental care; i.e. brushing, mouth cleaned. ...

Answered: 41 Skipped: 0



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

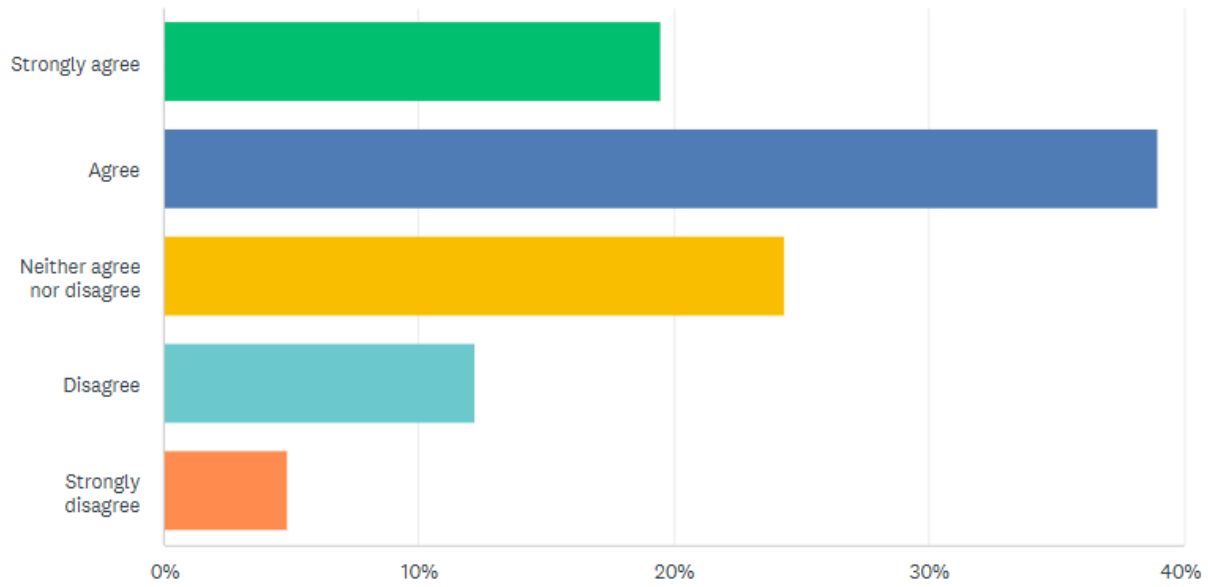
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

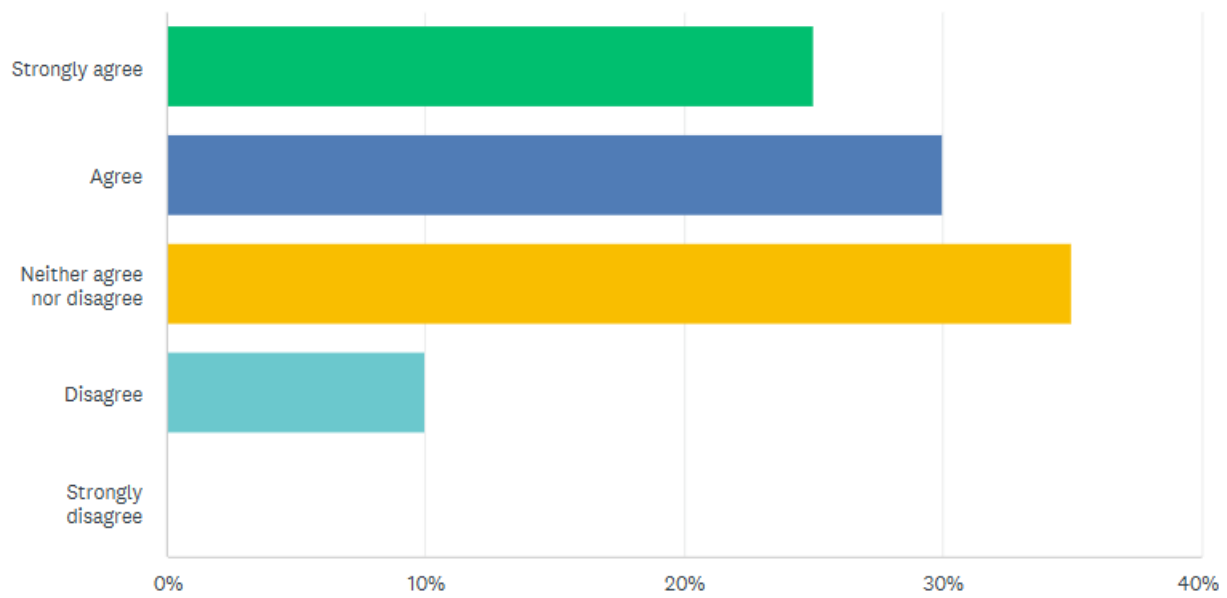
## Meal time seems to be a pleasurable experience. ...

Answered: 41 Skipped: 0



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

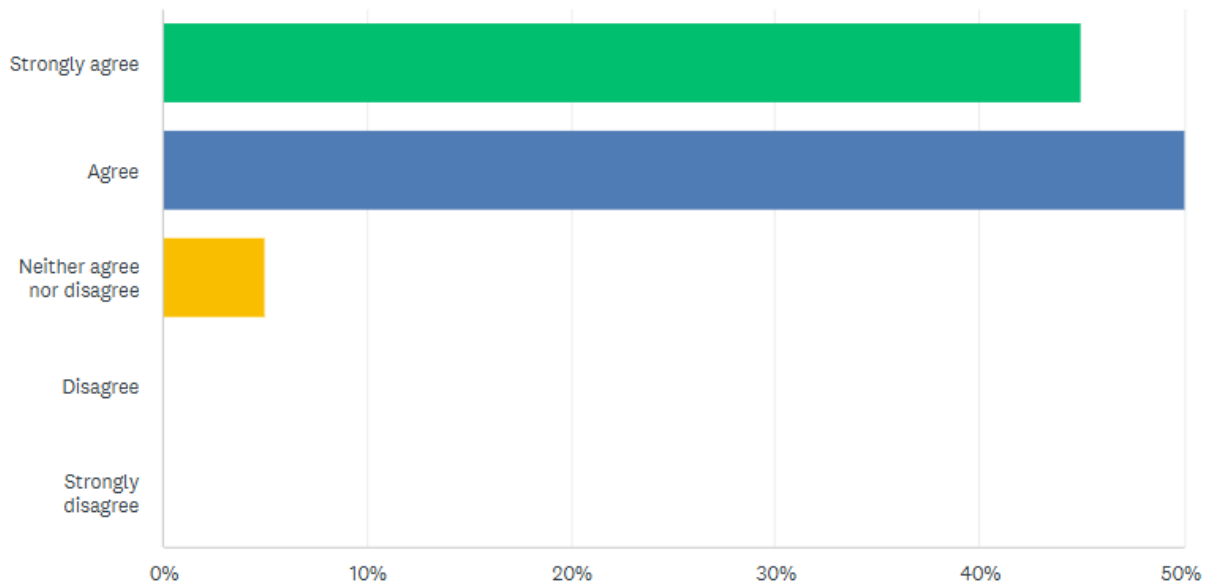
Answered: 40 Skipped: 1



# Spruce Lodge Family Engagement Survey Results, 2025

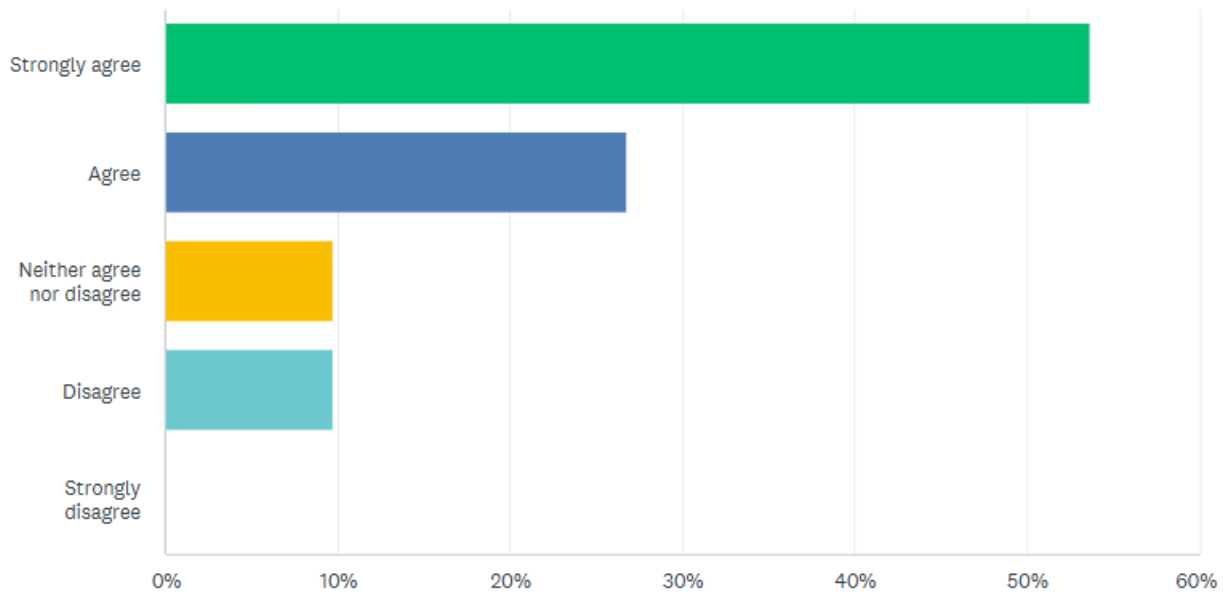
## My resident is offered snacks and drinks between meals. ...

Answered: 40 Skipped: 1



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

Answered: 41 Skipped: 0

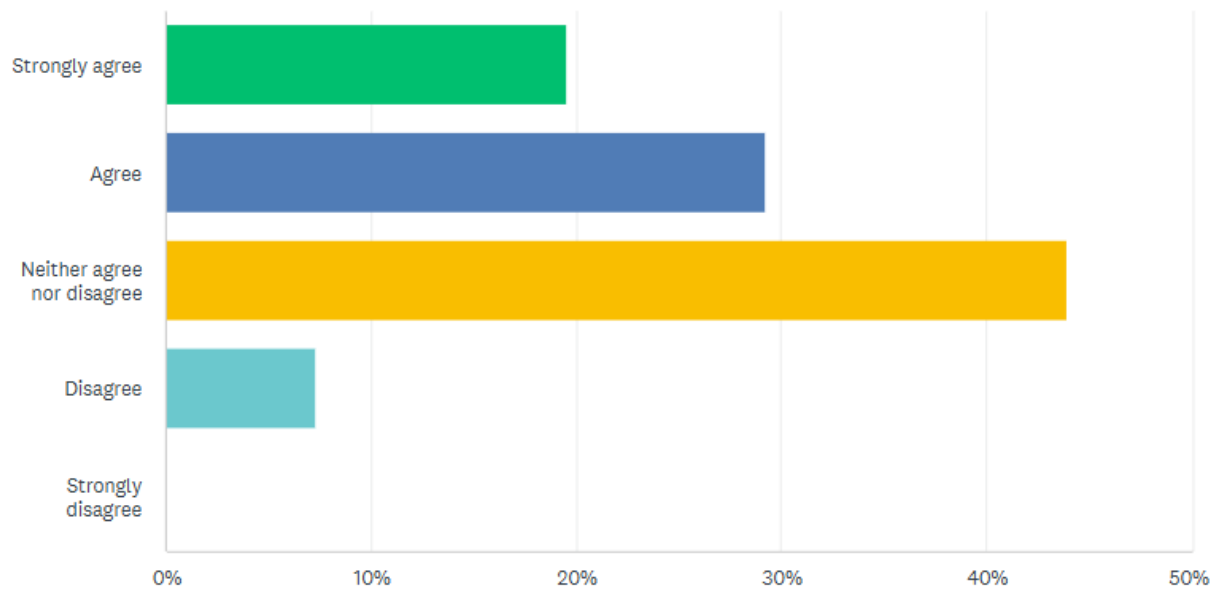


# Spruce Lodge Family Engagement Survey Results, 2025

## I am satisfied with the Physiotherapy services at the home.

...

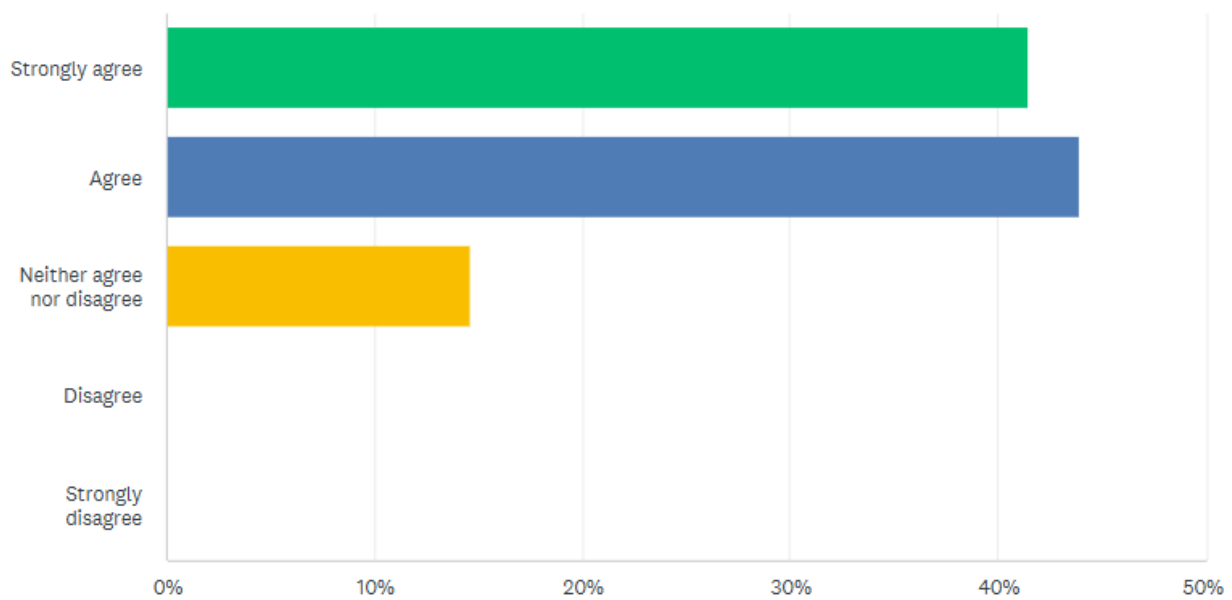
Answered: 41 Skipped: 0



## My resident's spiritual needs are being met.

...

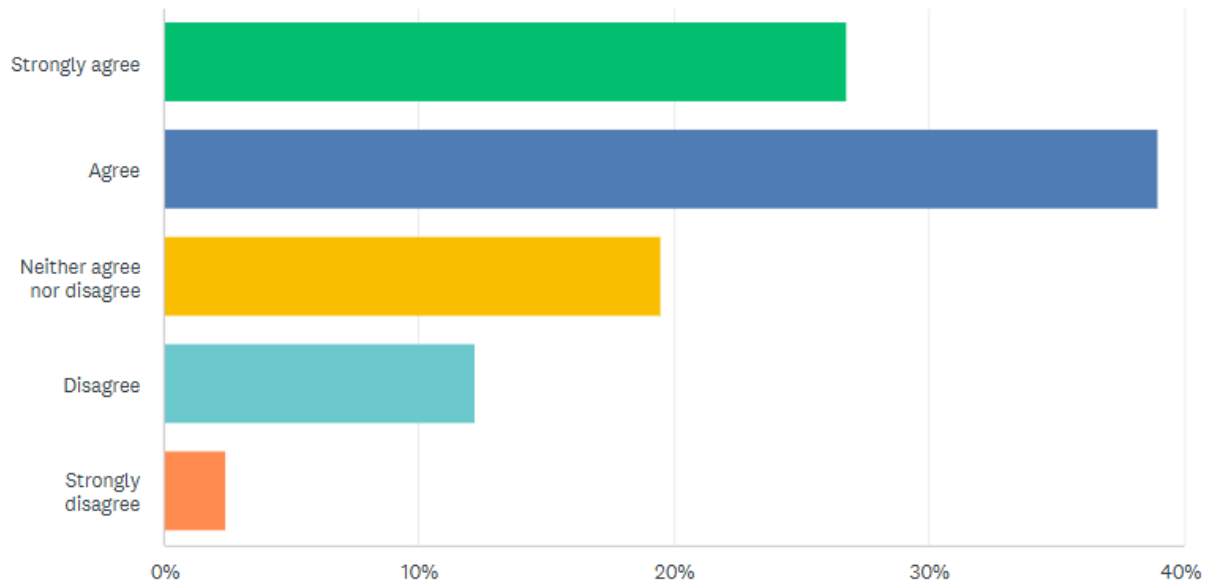
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

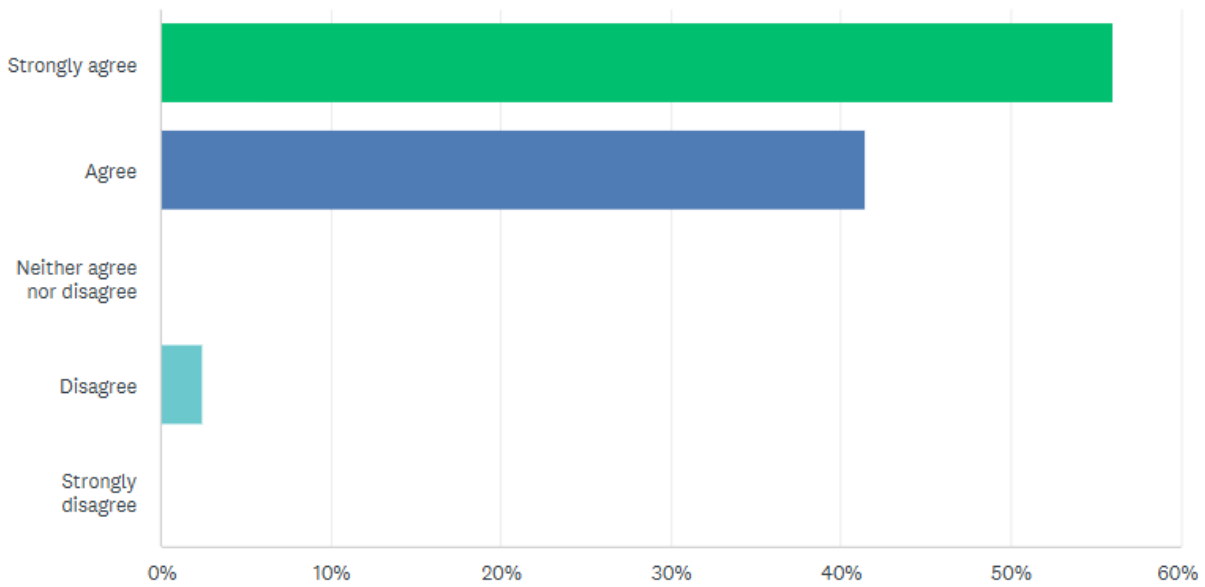
## Programs are offered 7 days a week at times that are convenient for my resid... ...

Answered: 41 Skipped: 0



## ABOUT OUR TEAM: Our staff is friendly. ...

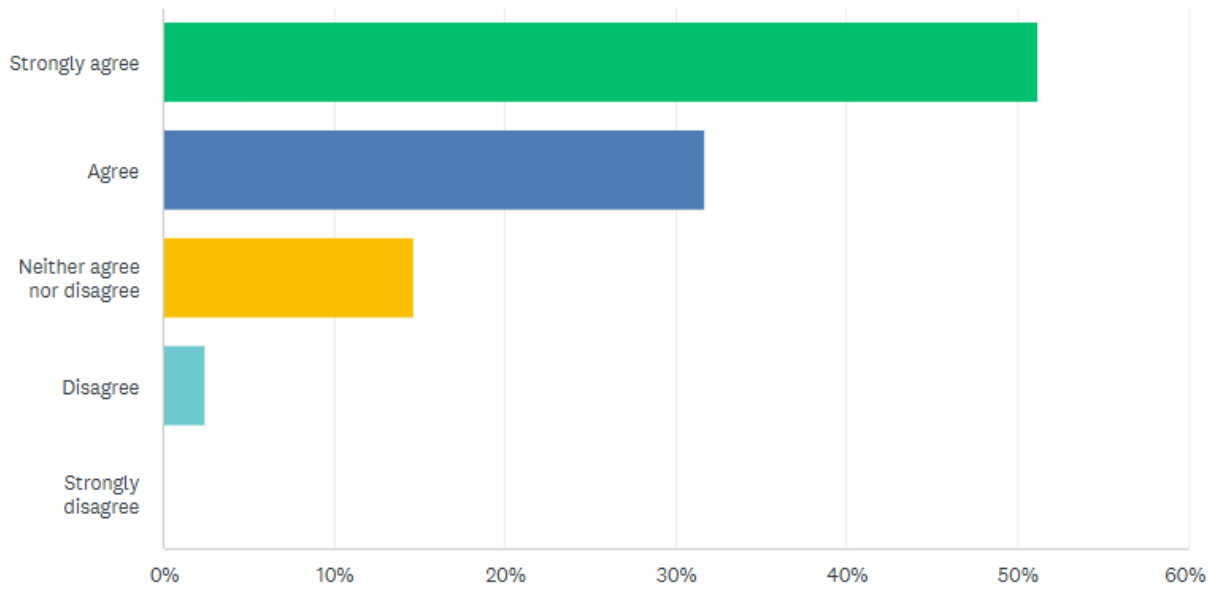
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

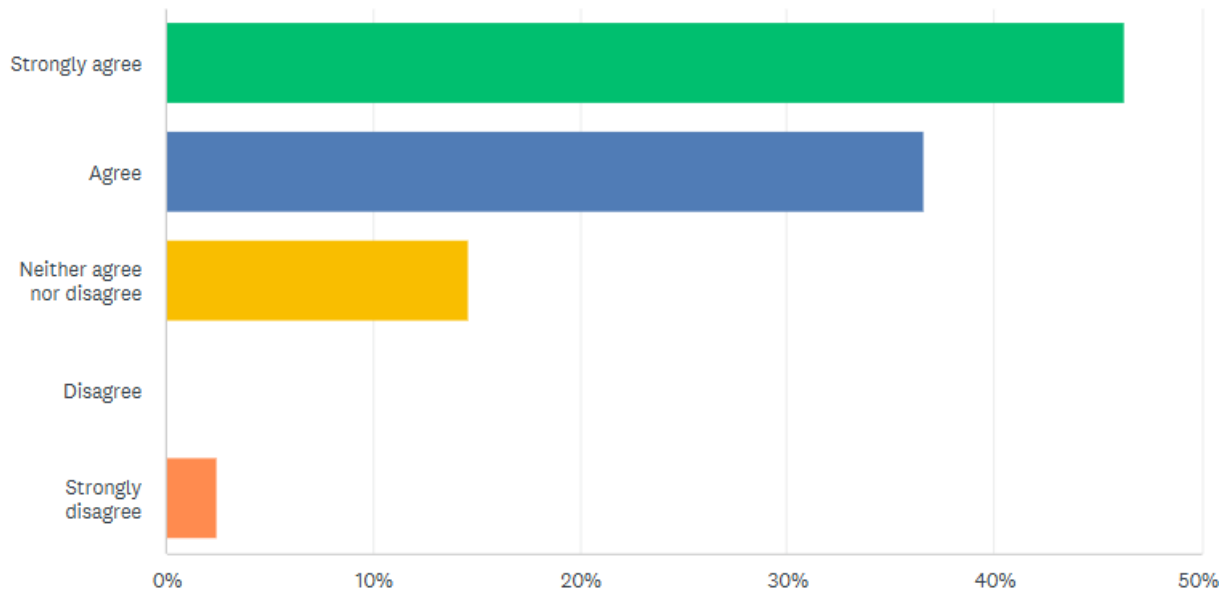
## My resident's personal dignity and privacy is respected by the team. ...

Answered: 41 Skipped: 0



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

Answered: 41 Skipped: 0

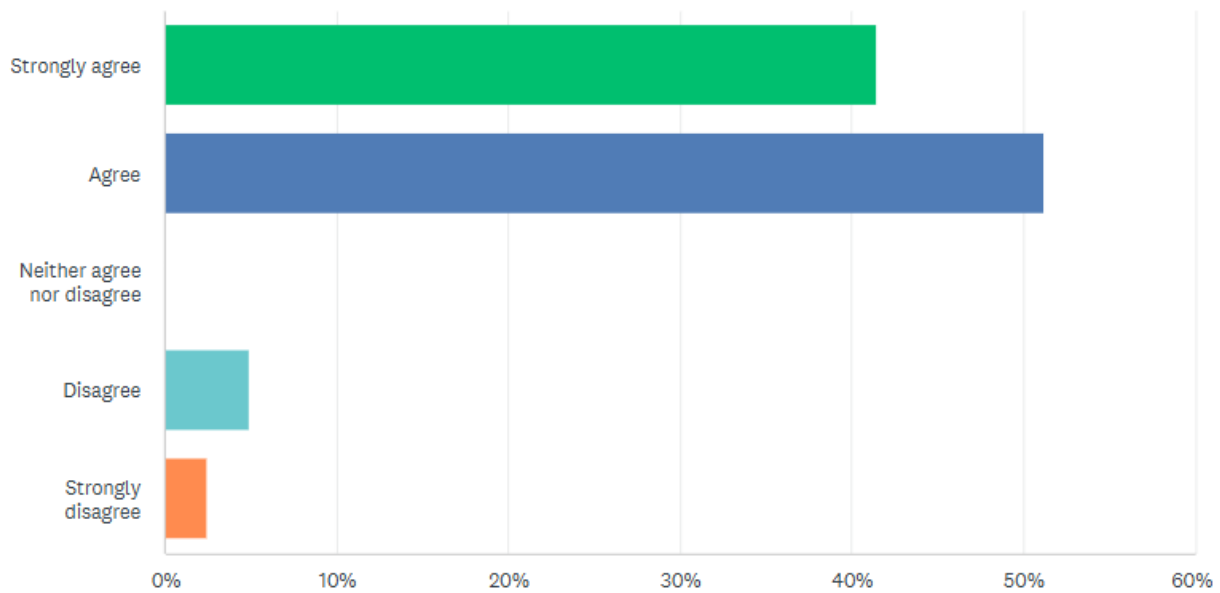


# Spruce Lodge Family Engagement Survey Results, 2025

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

...

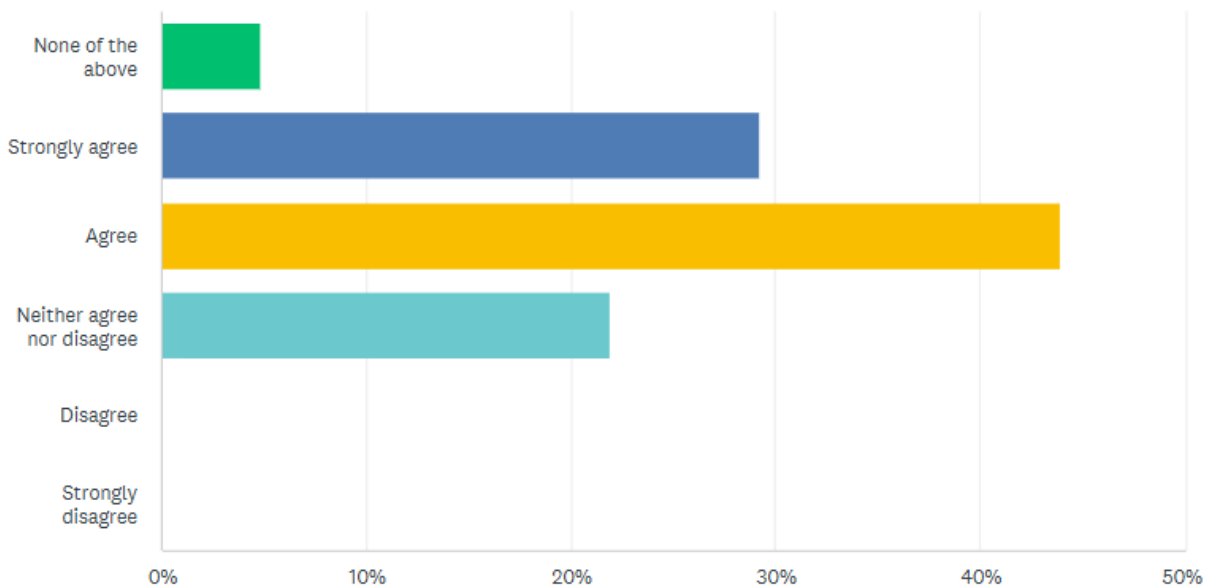
Answered: 41 Skipped: 0



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

...

Answered: 41 Skipped: 0

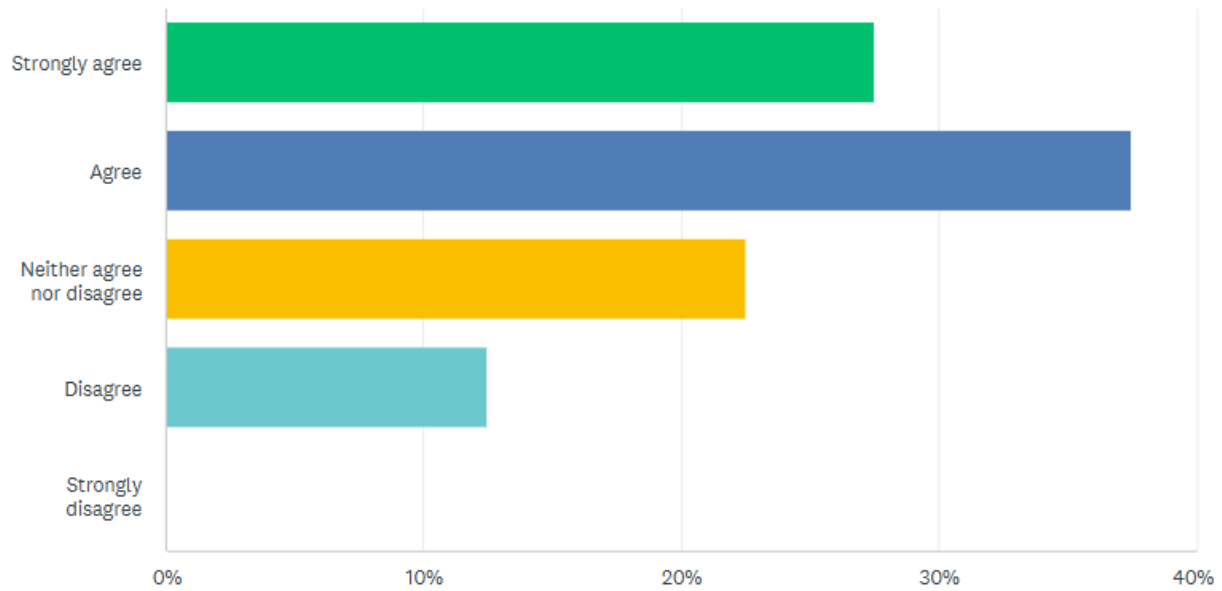


# Spruce Lodge Family Engagement Survey Results, 2025

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

...

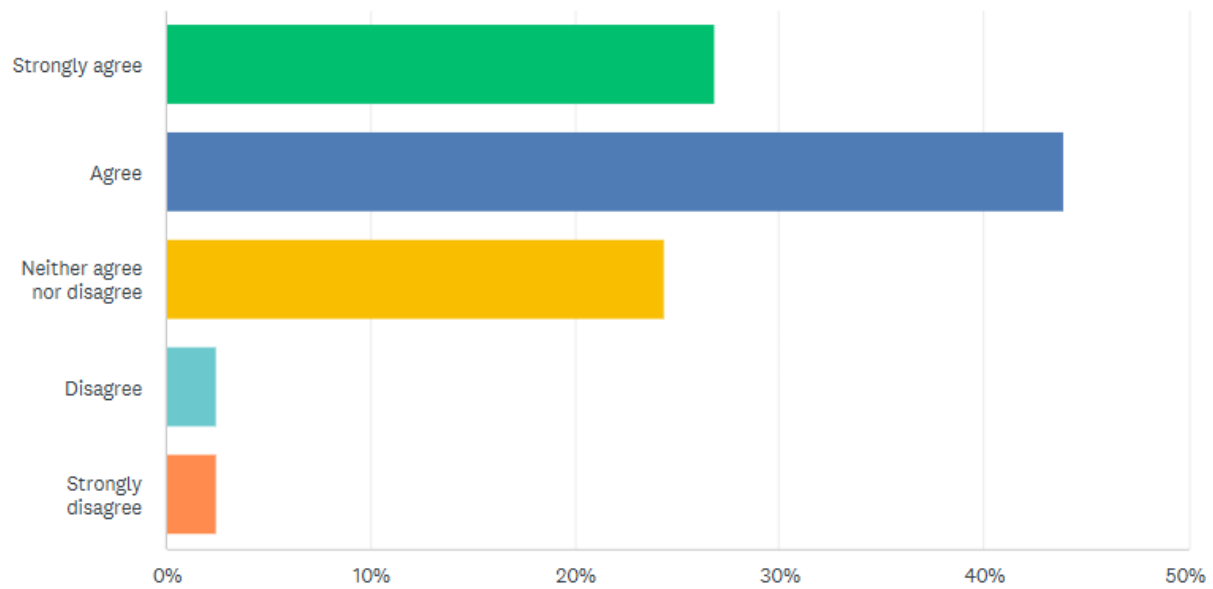
Answered: 40 Skipped: 1



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

...

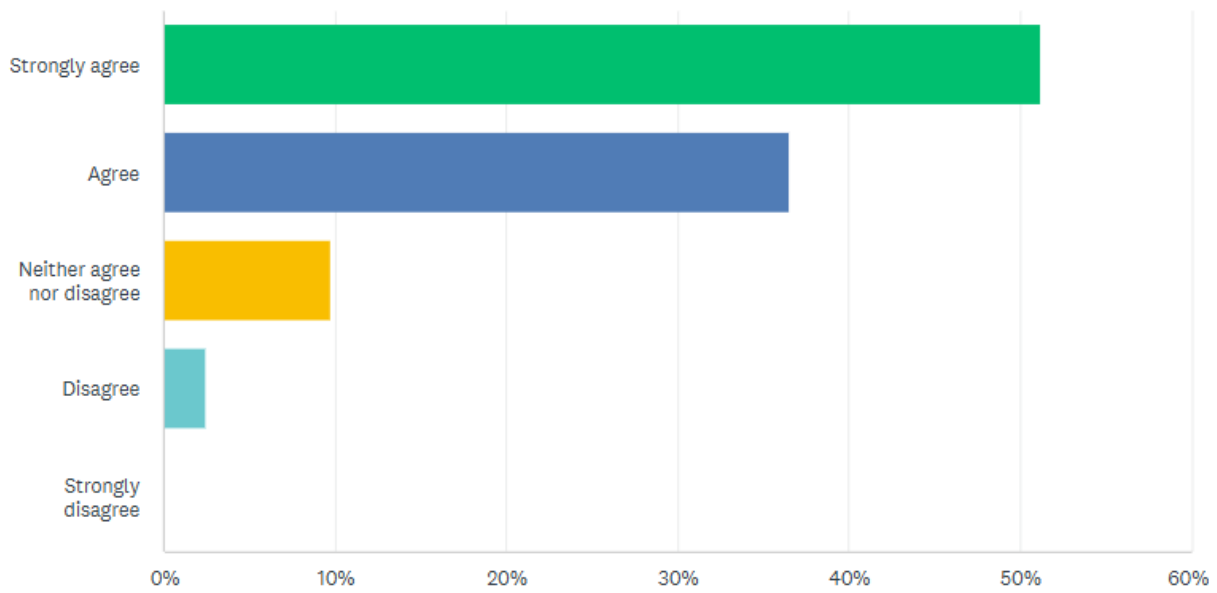
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

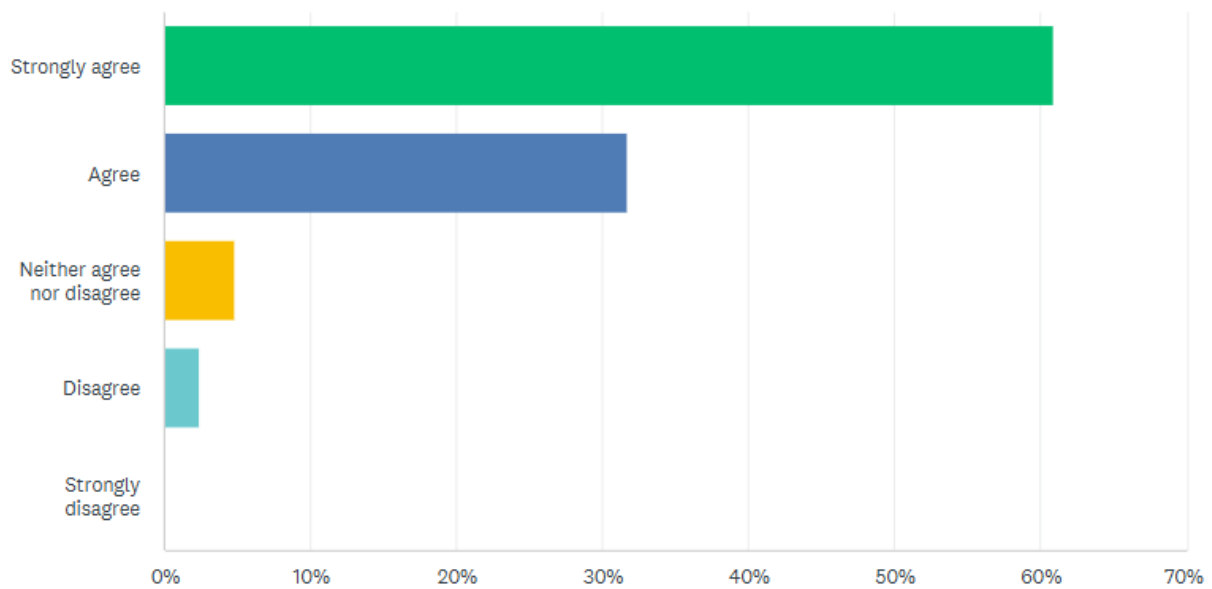
## COMMUNICATION: I am informed of operational updates in the home. ...

Answered: 41 Skipped: 0



## I appreciate receiving updates via e-mail. ...

Answered: 41 Skipped: 0

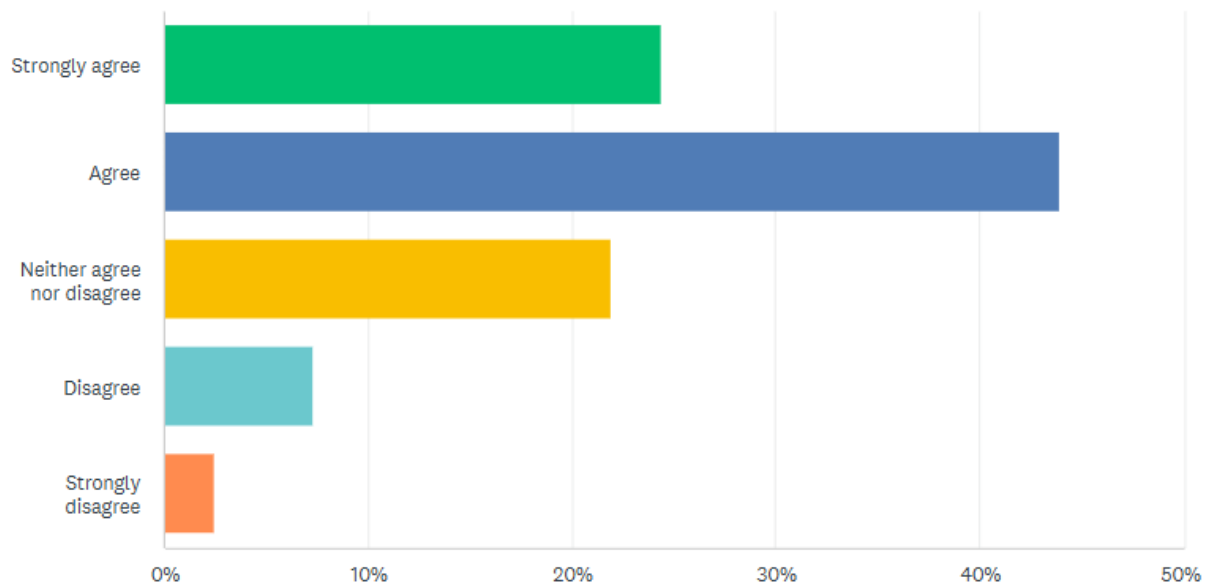


# Spruce Lodge Family Engagement Survey Results, 2025

## When calling the home, I am able to talk to the department I am trying to rea...

...

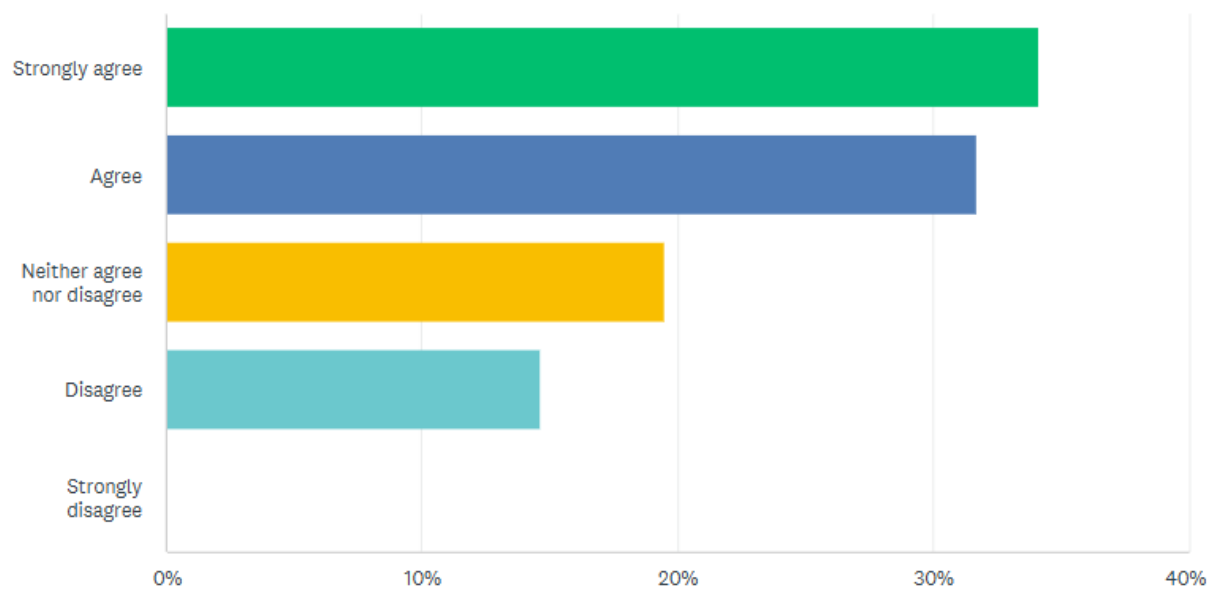
Answered: 41 Skipped: 0



## I receive resolution responses in a timely manner regarding concerns or ques...

...

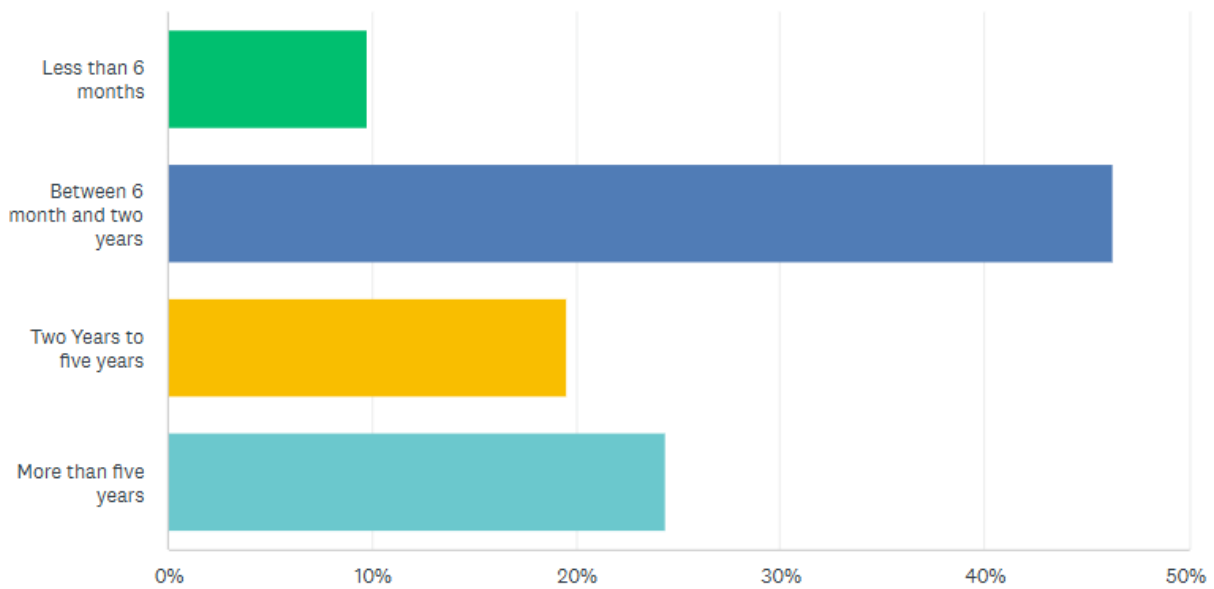
Answered: 41 Skipped: 0



# Spruce Lodge Family Engagement Survey Results, 2025

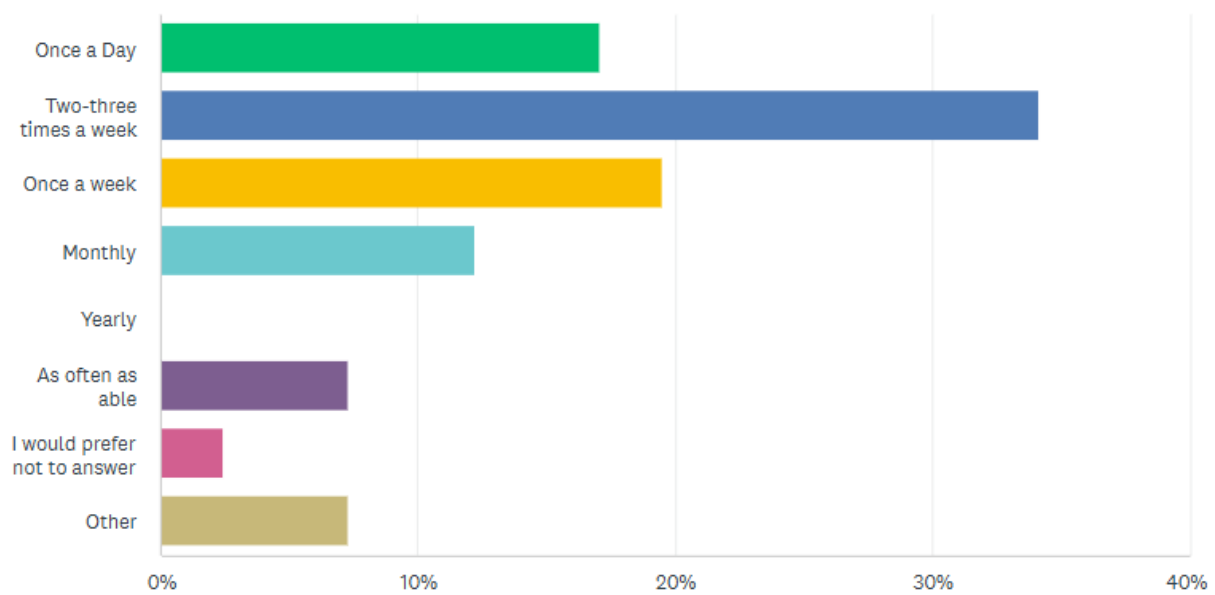
## Knowing a little bit about you will help us to analyze the responses. How long ...

Answered: 41 Skipped: 0



## How often are you able to come to the home to visit your resident?

Answered: 41 Skipped: 0



What does Putting People First Mean to you?

- Letting the person decide what they want or need
- Prioritizing the well being of the resident, kind and respectful, helpful
- The needs/wants of the resident are of prime importance
- Looking for solutions to challenges that address the needs of the residents, not just leaning on policies
- Respect, dignity, and support
- I believe the organization is fully aligned to its' mission
- The staff is doing the best they can to make the last years of the residents' lives as comfortable as possible
- Meeting the resident where they are at
- This means that the best possible care is given to residents regardless of staffing- in the absence of a staff member, that what is best for a resident is still carried through

Please share why Spruce Lodge is a great place for your resident to live:

- Very Friendly, caring staff, friendly knowledgeable staff
- Staff are very professional and go the extra mile
- Location
- It is a wonderful safe space with caring staff
- The home like feel
- Cleanliness of the home, well designed, modern
- The home is not new but have kept up with upgrades and decor, very nice rooms and facility
- Many of the staff are truly superstars and convey genuine caring to the residents
- Lots of activities and interactions with staff
- Welcoming atmosphere
- Dementia care program
- Safe
- Knowing my resident and supporting me when I advocate for my resident
- Bringing a piano for my resident
- My resident feels safe and dignified with the care they receive
- There is a feeling of love and positivity at Spruce Lodge.

Are there any accessibility improvements that we could make to our home for you or your resident?

- Smoking area for residents needs to be moved from the front entrance
- Carpeted floors are hugely problematic for resident with wheelchairs
- Thanks for changing the entrance to Cottage C
- Voice access for doors, likely expensive
- Having back up lifts to replace if one is not functioning
- Bathing and shower facilities need to be improved.

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

- Dementia, how to interact with someone with Dementia
- End of life planning
- Communication techniques with someone who has dementia
- How to safely feed someone
- More details on how therapy programs work at Spruce Lodge

Please provide feedback on an area that Spruce Lodge could improve for your resident:

- Get rid of smokers at the visitor entrance
- Hearing aide training for new staff
- Weekly outings
- WIFI and ability to use personal cell phone in the home- reception is poor
- Overall communication is poor- there should be more communication between PSW, nursing and family.
- More time needs to be allotted for care conferences
- Offering more programming for residents with cognitive impairment, not just bingo
- Confusion over my family member's admission and staff being available to welcome us
- Renovate the dining rooms to have a more communal and homier feel with less institutional feeling
- Being able to eat with my resident at meal times in the dining room
- Less junk food as prizes for activities and offered as snacks
- Cleanliness of wheelchair and tray, consistent provision of moist, warm facecloth after meals
- Double check that residents are changing their clothes daily
- PSW's need to use the DementiAbility tool kits.
- I am incredibly impressed by the staff that work at Spruce Lodge. They are amazing and I am so grateful to them.

# Spruce Lodge Family Engagement Survey Results, 2025