

Here's what our Long Term Care residents and their family had to say...

50 out of 101



Family members or residents
completed the survey

WOW! That's 50%

Key Measures



87.8%

Say staff are *good to excellent*
at providing **PERSONAL**
CARE to their family member

96%

Feel staff are *good to excellent*
at treating residents and
families with **COURTESY** and
RESPECT

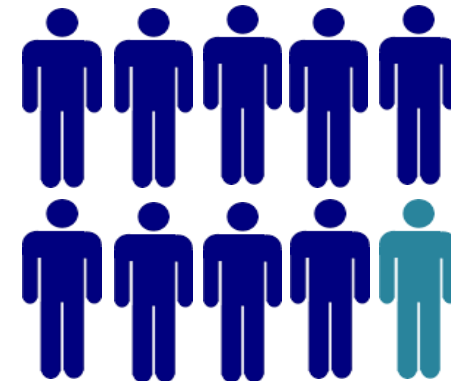
93.6%

of residents
are currently
living in the
LTC Home
that was their
first choice



95%
Rated the
QUALITY OF CARE
at the LTC home as
Good to Excellent

Nearly
9.5 out of 10
would
recommend
their family
member's LTC
Home to others



We can always do better. You spoke, we listened!

Here's what you said mattered to YOU...



82% 

stated that they received a booklet with information about the care and services provided at the LTC Home

How can we improve this?

And here's what we're doing about it ...

Public Wi-Fi throughout Lakeside Homes is now LIVE

Giving you more options to stay in touch

Continue to support the work of LSH Family Council

Enhancing safety and giving families a voice

Continue to Focus on Gentle Persuasive Approach Training for LTC staff

Ensuring our residents are safe and respected

Standardized Regional Long Term Care Menu

Enhancing choice and quality control of the food served in LTC



New LTC Admission Orientation Package for Resident /Families

A consistent regional approach to introduce residents and their families to the services provided in LTC and the compassionate staff who provide these services

