

R.H Lawson Eventide Home Resident & Family Engagement Survey Results 2025



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General Satisfaction:

Question	2025 Results (%)	2024 Results (%)
What number would you use to rate how well the staff listen to you. 10 being excellent, and 0 being poor.	86.89	82.4
Rate how well you agree with this statement - I can express my opinion without fear of consequences. 10 being strongly agree, 1 being strongly disagree	89.26	84.8
Rate how well you agree with this statement - I am treated with Respect and Dignity. 10 being strongly agree, 1 being strongly disagree	93.13	90.6
Rate how well you agree with this statement - Staff provide me with privacy when needed. 10 being strongly agree, 1 being strongly disagree	94.76	92.6
Rate how well you agree with this statement - My spiritual and cultural values are promoted and respected. 10 being strongly agree, 1 being strongly disagree	91.34	88.6
I am aware of how to contact the Residents Council or Family Council, and am invited to participate?	78.26	63.8
I am aware of the Complaints Process in the home. When I make a complaint the home responds, and takes steps to address my concerns.	86.95	64.2
The building at R. H. Lawson Eventide Home is safe.	91.03	91.02
I would recommend this home to others.	84.8	88.4

SPIRITUAL CARE PROGRAM:

Question	Positivity Rating (%)	2024 Results
Rate how well you agree with this statement - My spiritual and cultural values are promoted and respected. 10 being strongly agree, 1 being strongly disagree	91.93	83.00

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I am satisfied with the spiritual care programs and services offered in the home.	86.95	No Data
I enjoy Chapel Service.	77.14	81.40

NURSING CARE SERVICES:

Question	Positivity Rating (%)	2024 Results
I am satisfied with the personal care provided to me by the Nursing Team (Personal Support Workers, Registered Staff).	93.47	91.4
Care staff are available when I need them, and responsive when I call for help.	86.95	84.8
Changes in my care needs are communicated to me. I have the opportunity to participate in the development and review of my Care Plan with the interdisciplinary team and my preferences are included.	82.61	84.8
I am satisfied with the incontinent care products being used in the home.	97.82	No Data

FOOD & NUTRITIONAL SERVICES:

Question	Positivity Rating (%)	2024 Results
Food - Rate your overall satisfaction with the food in the home. Things to consider: Menu options, Food Quality, Temperature, Presentation etc. 10 being Extremely Satisfied 1 being Extremely dissatisfied.	80.26	77.40
Food Service - Rate your Overall Satisfaction with the Food Service in the home. Things to consider: Pleasurable Dining Experience, Choices, Customer Service, Assistance Provided etc. 10 being Extremely Satisfied 1 being Extremely Dissatisfied.	79.90	77.2
I have the opportunity to participate in menu planning.	50.0	54.2
I am satisfied with the service provided by the Registered Dietician in the home.	76.09	No Data

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ENVIRONMENTAL SERVICES:

Question	Positivity Rating (%)	2024 Results
I am satisfied with the cleanliness of the Home.	93.48	87.2
I am satisfied with the Laundry Services provided to me in the home.	89.13	86.60
Repairs are completed when need in a timely and efficient manner.	80.43	80.60

RECREATION SERVICES:

Question	Positivity Rating (%)	2024 Results
I enjoy and am invited to participate in the Recreation Programs that take place in the home.	89.13	79.02
I am satisfied with the Recreation Programs provided in the home.	93.48	79.02
There are Recreation Programs available to me in the Evenings, and on the Weekends.	73.80	63.80

SUPPORT SERVICES:

Question	Positivity Rating (%)	2024 Results
I am satisfied with the Medical Services provided in the home by the Physicians.	91.30	No Data
I am satisfied with the services provided by the Physiotherapist and Physiotherapy Aides.	73.90	No Data
I am satisfied with the services provided by the Pharmacy.	95.60	No Data
I am satisfied with the service available to me for Wheelchair Repair and Maintenance.	78.26	No Data