

**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 |