

# ANNUAL RESIDENT SATISFACTION SURVEY RESULTS – 2023 RÉSULTATS DE L'ÉVALUATION DE LA SATISFACTION DES RÉSIDENTS – 2023

(New admissions from April 2022 – March 2023)

	<b>Overall Satisfaction Rate / Taux Satisfaction Globale</b>
<p><b>Question 1</b> Satisfaction with the communication and information provided to you during the pre-admission/admission process (regarding wait list, responsiveness to questions, welcome information). / <i>Satisfaction avec la communication et l'information qui vous est fournie lors du processus pré-admission/admission (concernant la liste d'attente, réponses aux questions, information d'accueil).</i></p>	<b>85%</b>
<p><b>Question 2</b> Satisfaction with the communication and information provided to you by Bayview (regarding care-related updates, disclosure of accident events, care plan meetings, administrative information). / <i>Satisfaction avec la communication et l'information qui vous est fournie par Bayview (à propos des mises à jour concernant les soins, la divulgation des accidents, les rencontres du plan d'interventions interdisciplinaires, l'information administrative).</i></p>	<b>80%</b>
<p><b>Question 3</b> Satisfaction with the level of security and safety (personal belongings, equipment, building, overall). / <i>Satisfaction avec le niveau de sécurité (effets personnels, équipement, bâtisse, en général).</i></p>	<b>81.25%</b>
<p><b>Question 4</b> Satisfaction with how you are treated by Bayview employees (with respect, courtesy, attentiveness, empathy). / <i>Satisfaction avec la façon dont vous êtes traités par les employés de Bayview (avec respect, de la courtoisie, attention, empathie).</i></p>	<b>91.25%</b>
<p><b>Question 5</b> Satisfaction with the development of the care plan to meet your individual needs (your participation, access to available services/resources/team members). / <i>Satisfaction avec l'élaboration du plan de soins pour répondre à vos besoins particuliers (votre participation, l'accès aux services/ressources/membres des équipes disponibles).</i></p>	<b>76.25%</b>

	<b>Overall Satisfaction Rate / Taux Satisfaction Globale</b>
<b>Question 6</b> Satisfaction with the care and assistance provided by the care team. / <i>Satisfaction avec les soins et l'aide fournis par l'équipe de soins.</i>	<b>70%</b>
<b>Question 7</b> Satisfaction with the degree to which the residents' individuality and personal preferences are respected (daily routines, choices, privacy, consent, taking the time to listen when you have something to say). / <i>Satisfaction avec le degré auquel l'individualité et les préférences personnelles du résident sont respectées (routines quotidiennes, choix, intimité, consentement, prendre le temps d'écouter quand vous avez quelque chose à dire).</i>	<b>78.75%</b>
<b>Question 8(a)</b> Satisfaction with meals and snacks (food temperature, taste, variety). / <i>Satisfaction avec les repas et les collations (température, gout, variété).</i>	<b>82.5%</b>
<b>Question 8(b)</b> Satisfaction with the "dining experience" (eating environment, participation in menu planning, mealtime assistance, adaptation of diet to meet needs and food preferences). / <i>Satisfaction avec l'expérience du repas (environnement, participation à la planification du menu, aide avec les repas, l'adaptation du régime alimentaire pour répondre aux besoins et aux goûts).</i>	<b>77.5%</b>
<b>Question 9</b> Satisfaction with the recreation activity program (variety, timing, access). / <i>Satisfaction avec le programme d'activités de loisirs (variété, calendrier, accès).</i>	<b>78.75%</b>
<b>Question 10</b> Satisfaction with the cleanliness of the surroundings (resident's room, washrooms, common areas). / <i>Satisfaction avec la propreté de l'environnement (chambre du résident, toilettes, aires communes).</i>	<b>90%</b>

**Question 11**

What is your foremost suggestion to improve the quality of life for the residents? /

*Quelle serait votre principale suggestion pour améliorer la qualité de vie des résidents?*

1. To help her to get up and walk. I know Rosalina is very good at helping her.
2. It's disappointing that there are not more people to talk to at her level.
3. Very happy with things as they are and can't think of any way to improve things.
4. I and my wife really would like to share a room, to be together. And it also has an impact on cost if in 2 single rooms. More outdoor activities ex: shopping with cost.
5. She wishes there were people who spoke Hungarian. She likes to leave her room.
6. Aérer plus souvent les chambres le matin. Et qu'ils puissent prendre un peu l'air. Merci.
7. Being able to choose individually what works best for ourselves. If I want to listen to the music during meals that's ok, if I choose to watch "price is right during lunch time that should also be our choice. Also flexibility on times we want to go back to bed. This is challenging at times.
8. Interaction with residents... left too much one of their own, in front of TV... more staff.
9. More activities on the unit such as music group and orientation groups. There are still residents on the floor that could benefit from this activity.
10. Nothing really, my Mom seems to be well taken care of as are the other residents. The care is A1.
11. Some additional clinics or activities are advertised in the elevator or hallway, which family might like for their family member. Could these additions be emailed to family so they have a chance to allow residents to participate?
12. TV programming during the day should be considered more for the residents rather than the staff at times, just this talk show. There are limited choices but game shows or something. Is there access to the balconies?
13. Monitoring and oversight of caregivers needs to be improved. Policies are great but only when they are enforced. Because surveillance/reporting appears inadequate, management may not be aware of behaviour and care issues. Directions from superiors are not consistently followed sometimes resulting in accidents/incidents. Qualifications of some caregivers seems limited. On this floor, sensitivity training for dementia and having protocol and understanding of ways to handle situations as they arise is critical. Understanding of how people with dementia are able to communicate their thoughts is important. Staffing (an issue everywhere) is a problem, leaving PABs without a partner to help them at times.
14. Air circulation in room. Air purifiers?
15. Keep doing what you are doing.
16. A few more recreational activities.
17. Most of the factors were already implemented. Maybe just to make sure it's always maintained.
18. Always update skill set of attending préposés in dealing with residents through periodic seminars/courses.
19. More participation in the group activities and more activities outside for the residents during the nice weather months (Spring, Summer and Fall)
20. I have no suggestions.

**Question 12**

Overall, what do you like best about Bayview Centre? /

*Dans l'ensemble, qu'est-ce que vous aimez le plus à propos du Centre Bayview?*

1. It's very clean.
2. Her room. Visitation hours are good.
3. Place is very clean, food is delicious and staff are even better.
4. There is no particular thing. In general I am happy with the Centre.
5. She says she has been here 3 months and she likes it, so far.
6. Sa bonne gestion, son hygiène et propreté et surtout l'amabilité du personnel et sa gentillesse et serviabilité. MERCI.
7. Activities!
8. Care, cleanliness and overall good however not enough staff
9. Excellent – keep up the good, no wonder Bayview Center got long waiting list.
10. The friendly caring atmosphere.
11. Size... location and special care
12. Overall, it's wonderful.
13. Physical safety mechanisms available, Friendly Faces program.

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14. Staff are very attentive and give excellent care. Rooms are always clean.
15. The kindness of the staff.
16. Staff interact with residents and are very attentive.
17. It's like a second home.
18. Care and attentiveness towards the residents. Cleanliness of facility.
19. Cleanliness of premises and professionalism of staff
20. Staff are kind, friendly and professional and proximity to my home is ideal, allowing me to visit with my Mom more often.

**Question 13**

Are you aware of the Bayview Residents' Committee and its role and function? /

*Savez-vous qu'il y a un Comité des Résidents à Bayview, et connaissez-vous son rôle et ses fonctions?*

Yes = **60%** (12) No = **40%** (8)

**Comments / Commentaires:**

The respondent of this survey was / *Le répondant à ce questionnaire était:*

- A resident (independently) / *Un résident (indépendamment)* **0%** (0)
- A resident (assisted by a representative) / *Un résident (aidé par un représentant)* **30%** (6)
- A representative (on behalf of a resident) / *Un représentant (au nom d'un résident)* **70%** (14)

Number of surveys distributed /  
*Nombre de questionnaires distributés:* **43**

Number of surveys returned /  
*Nombre de questionnaires retournés:* **20**

% of respondents / *% de répondants:* **46.5%**

Overall satisfaction rate **81%**