

RESIDENT SATISFACTION SURVEY RESULTS – 2026 **RÉSULTATS DE L'ÉVALUATION DE LA SATISFACTION DES** **RÉSIDENTS – 2026**

(General)

	Overall Satisfaction Rate / Taux Satisfaction Globale
Question 1 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>	86,1%
Question 2 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>	87,1%
Question 3 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>	82,7%
Question 4 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>	89,1%
Question 5 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>	88,5%

	Overall Satisfaction Rate / Taux Satisfaction Globale
Question 6 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>	82,3%
Question 7 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>	83,6%
Question 8(a) Satisfaction with meals and snacks (food temperature, taste, variety). / <i>Satisfaction avec les repas et les collations (température, gout, variété).</i>	80%
Question 8(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>	84,7%
Question 9 Satisfaction with the recreation activity program (variety, timing, access). / <i>Satisfaction avec le programme d'activités de loisirs (variété, calendrier, accès).</i>	84,7%
Question 10 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>	91,4%
Question 11 Overall satisfaction with Bayview Center. / <i>Satisfaction globale avec le Centre Bayview</i>	90%

Question 12

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. Don't change anything, it's great as is.
2. Organize more things on each floor rather than moving everyone every time to the main floor.
3. It would be nice if wifi was always working as music/shows/ movies aren't always available in dining room.
4. Keep up the good work.
5. Le personnel devrait pouvoir s'adresser dans les 2 langues, Ceci n'affecte pas mon épouse qui est bilingue mais j'ai noté chez certains patients une difficulté à ce sujet. Je comprends cependant qu'il doit être difficile de trouver du personnel bilingue. Mais je considère que Bayview devrait s'améliorer à ce sujet.
6. More consistent staffing on weekends, holidays, evenings as well as keep the assigned PAB's to the resident they have been assigned to.
7. Tout est bien à part la langue.
8. Pretty happy with everything.
9. None.
10. Smoking room during the winter.
11. Happy.
12. None.
13. None.
14. Better communication with staff with residents.
15. Nothing.
16. Just keep on doing what you do.
17. No suggestions at this time.
18. Take their concerns seriously.
19. Nothing specific.
20. N/A
21. If possible find volunteers compatible with the resident.
22. Always good to talk and explain to the resident when doing care even when there is dementia. There is still a person there.
23. A little more interaction with residents, talking, exchanging, etc.
24. The lunchroom entertainment by your people is great. Music and singing.
25. None at present.
26. To make sure my aunt's hearing aid is always working. Sometimes, she can't hear me because she simply needs a new battery.
27. Take the time to listen when resident tries to communicate...even though sometimes takes longer than you might have time.
28. The variety of activities and services offered aimed at 1) all abilities 2) most abilities 3) some abilities 4) specific abilities.
29. More communication between residents and staff.
30. Just keep doing what you do.
31. Encourage all staff to make eye contact with the resident before performing any care including moving the wheelchair.
32. Bring more dogs to visit the residents.
33. More live music guests.
34. Is it possible to take patients outside more often, especially in the spring and summer time? Especially this year, the gardening around the building needs some work; weeds are choking the planted flowers. In previous years, the landscaping always looked neat.
35. No days without an activity that all can enjoy, if possible.
36. It's hard to think of one! Only to wish that some activities were at 1:00 instead of 2 but that's just us and we understand may be best for majority.
37. Tough question because of the large differences in the residents' needs. Is each floor segregated by required care and abilities? If so, it might be easier to specify activities by floors. I will address this question as a member of, and to, the Residents Committee. I've already started to learn more about the content of the OT activities.
38. Quality of food.
39. Laundry could improve.
40. None.
41. Residents need more help. Left alone crying. Very loud when shift changes.
42. Air conditioning! Residents should be more aware of what's going on at Bayview. More involvement in daily life.
43. More respect for how she feels.
44. Already done! Because the resident's siblings live in the US we needed a better way to communicate. The volunteer-staffed FaceTime calling program has been fabulous for us.

C.H.S.L.D. Bayview Inc.

45. Quality of life for the residents is highly dependent on the cohesiveness of everyone who works there for a single purpose. The purpose being the physical and emotional care of the most vulnerable.
46. Do what you are doing....Offer different activities, assess food needs, keep smiling.
47. For non participating residents in the activity room to have more one on one interaction tailored to their needs.
48. Show more kindness when dealing with the resident so as to foster trust between a resident and the Bayview professional.

Question 13

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

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

1. They take really good care of my mother.
2. The humour and good nature of the PA's.
3. I like the great care given to the residents and the staff's energy and sense of humour!
4. Your group is prepared to listen, if there are any issues.
5. L'amabilité du personnel soignant et le respect envers les patients (et leur sourire).
6. Overall, a well run CHSLD.
7. Nice place.
8. Nice, quiet and clean.
9. Enjoy the activities and cleanliness.
10. Activities.
11. The people.
12. Everything - especially people, activities.
13. Happy with everything.
14. The "view".
15. They give me very good care.
16. In general, a good environment.
17. Nice staff!
18. That you take care of my Mom. I know she's in good hands.
19. The overall care they show my wife.
20. Activities.
21. The staff (everyone) for now just care but caring.
22. The third floor is a very difficult environment with many challenging aspects. The resident is cared for by an amazing team. She is safe and not unhappy; the best I can ask for. I am kept well informed on all issues and I feel fortunate that the resident is at Bayview.
23. Location by the water.
24. On the whole, there is a community spirit at Bayview.
25. Some of the PABs are wonderful with my mother... others are lacking empathy skills.
26. The personal attention and care.
27. Happy with everything.
28. The respect and care provided to my aunt
29. The care and people are amazing.
30. Atmosphere
31. You take care of my mom, that's all that matters.
32. Staff calling family member by name. Generally speaking making the family member feel welcome.
33. The care she received.
34. There is very little personnel turnover. It's very reassuring to know all the faces on the floor.
35. A warm, family-friendly atmosphere.
36. The helpful, caring and very professional staff.
37. The staff!!!! First!!
38. The peace of mind it gives me, and our children, knowing that the resident will be in good hands when my time comes.
39. Care and attention especially to medical needs.
40. Staff. Laundry situation has improved but could see more improvements.
41. Overall, the best place.
42. Art program. Happy Hour.
43. Activities and sports.
44. The personalized care plan across all departments and the genuinely caring staff. They are all so wonderful.
45. Team spirit. I never feel alone in this journey since my Mom came to Bayview. I feel supported.
46. The care that my mom receives. The friendly and caring staff. The vibe at Bayview and the activities that they offer.
47. The receptionists are great, the staff have been wonderful, the location is beautiful, the food is very good.

48. The staff has the appropriate training and competency to deal with the residents professionally. Also, the cleanliness and pleasantness of the resident's room.

Question 14

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 = **84,9%** (45) No = **15,1%** (8)

Comments / Commentaires:

1. Never heard of it.
2. Answer difficult to assess.
3. Yes, but I don't really know what they do.
4. But he doesn't really know its function.
5. I'm on it.
6. As a member of the Committee, feedback from Bayview management suggesting any other areas where we can help, could be beneficial.
7. Would like to know more.
8. I don't know how to communicate with the committee to ask questions or make suggestions.

Question 15

a) Are you aware of how to express a concern or complaint? / *Savez-vous comment exprimer une inquiétude ou une plainte?*

Yes = **79,2%** (42) No = **20,8%** (11)

Comments / Commentaires:

- b) Not sure.
- c) Not really.
- d) After 3 years, any concern I have had has been immediately addressed.

b) Do you feel at ease to express a concern or complaint? / *Sentez-vous à l'aise pour exprimer une inquiétude ou une plainte?*

Yes = **84,9%** (45) No = **15,1%** (8)

Comments / Commentaires:

1. It's a balancing act. I keep complaints to a minimum. However, health related concerns I have no problems voicing.
2. The nurses are always ready to help.
3. But I have no concerns.
4. I've been impressed at the quick response and follow-up to any concern I have made.
5. If a concern is an important one, I would express myself.

c) Are you aware of the policy on Mistreatment of Residents? / *Savez-vous la politique sur la maltraitance des résidents?*

Yes = **71,2%** (37) No = **28,8%** (15)

Comments / Commentaires:

1. Really not aware - would rely on daughter if there was a problem.
2. Not the exact specifics but know they are addressed when they arise.
3. Feels like no one would know if mistreatment occurred.
4. Somewhere on your website I believe as well as being printed in the Bayview Breeze, or is that the "Users Rights"?
5. Unsure.
6. It might be in the pamphlets that I have received but I have not read them.

C.H.S.L.D. Bayview Inc.

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

- ☐ A resident (independently) / *Un résident (indépendamment)* **10,7% (6)**
- ☐ A resident (assisted by a representative) / *Un résident (aidé par un représentant)* **32,2% (18)**
- ☐ A representative (on behalf of a resident) / *Un représentant (au nom d'un résident)* **57,1% (32)**

The age of the resident is:

- ☐ 18 – 64 years **7,4% (4)**
- ☐ 65 – 89 years **64,8% (35)**
- ☐ Over 90 years **27,8% (15)**

The resident has resided at CHSLD Bayview for / *Le résident a résidé au CHSLD Bayview pour:*

- ☐ Less than 1 year **19,6% (10)**
- ☐ 1-4 years **47,1% (24)**
- ☐ Over 5 years **33,3% (17)**

Number of surveys distributed /

Nombre de questionnaires distribué: **126**

Number of surveys returned /

Nombre de questionnaires retourné: **56**

% of respondents /

% de répondants: **44,5%**

Overall satisfaction rate

Taux de satisfaction global : **90%**