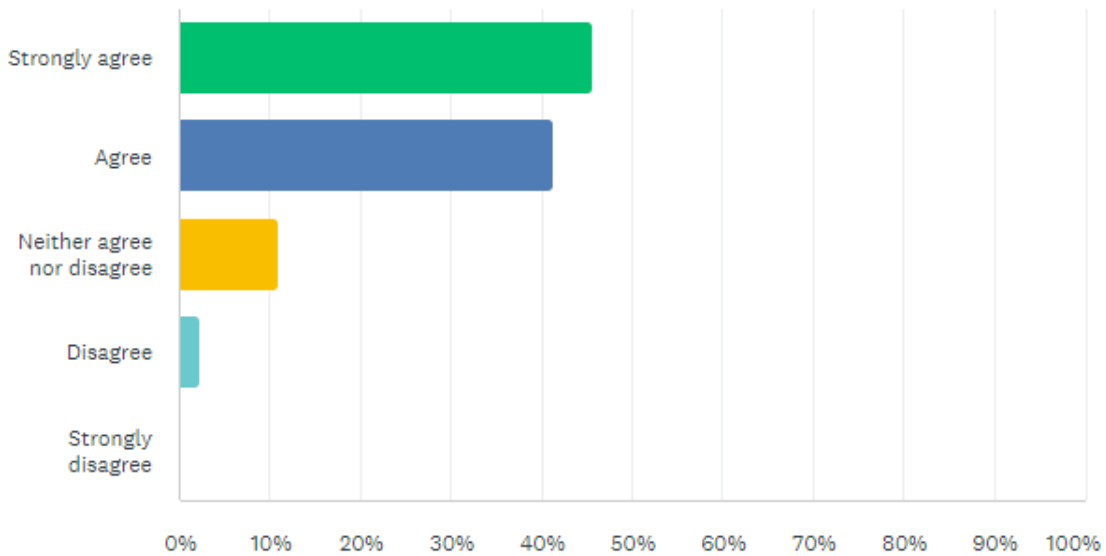


Spruce Lodge Family Engagement Survey, 2023

ABOUT OUR TEAM: Our team is friendly and courteous.

Answered: 46 Skipped: 0

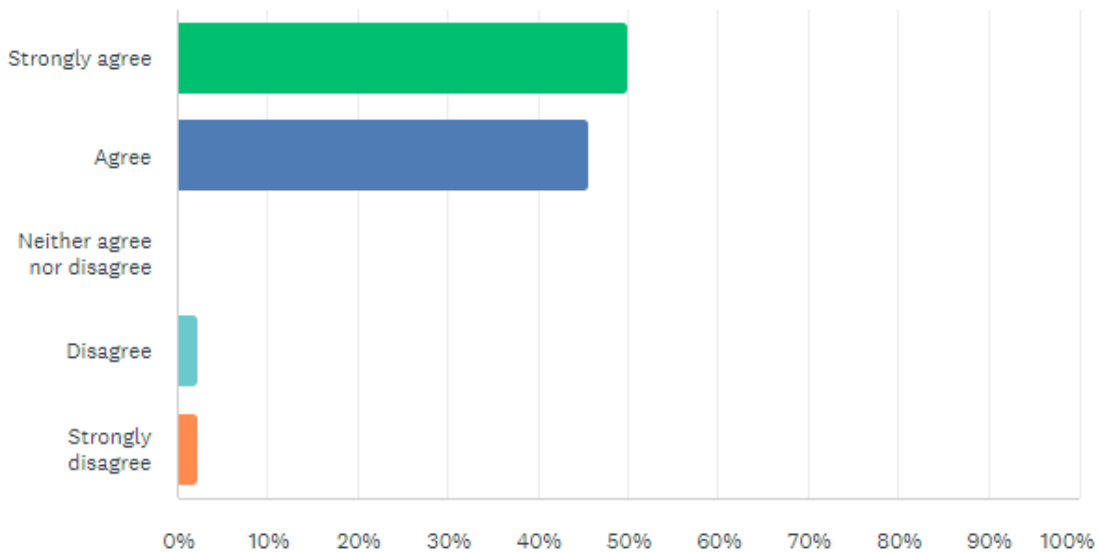


Spruce Lodge Family Engagement Survey 2023



My family member's personal dignity and privacy is respected by t...

Answered: 46 Skipped: 0



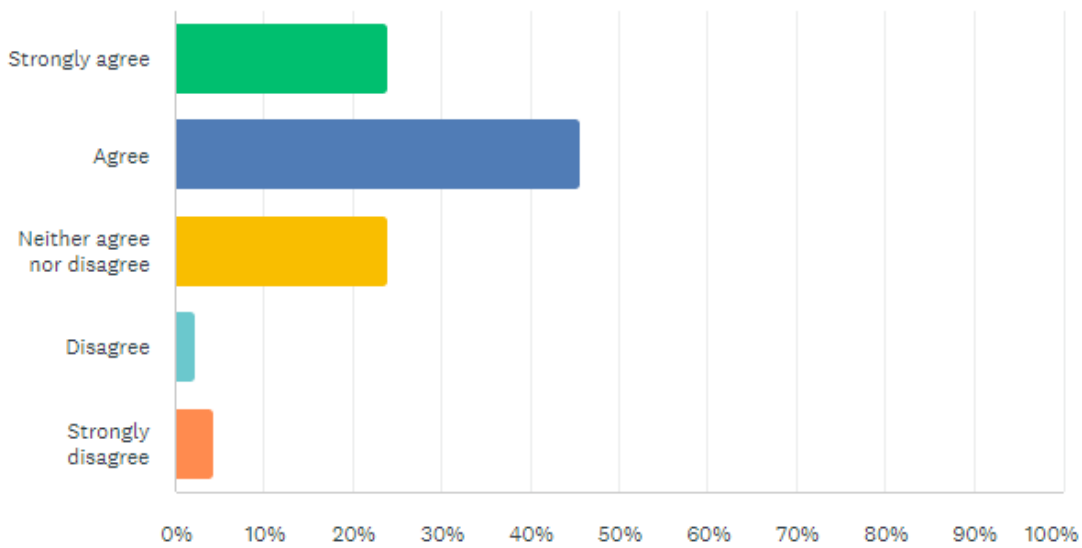
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

My family member feels safe and secure.

Answered: 46 Skipped: 0

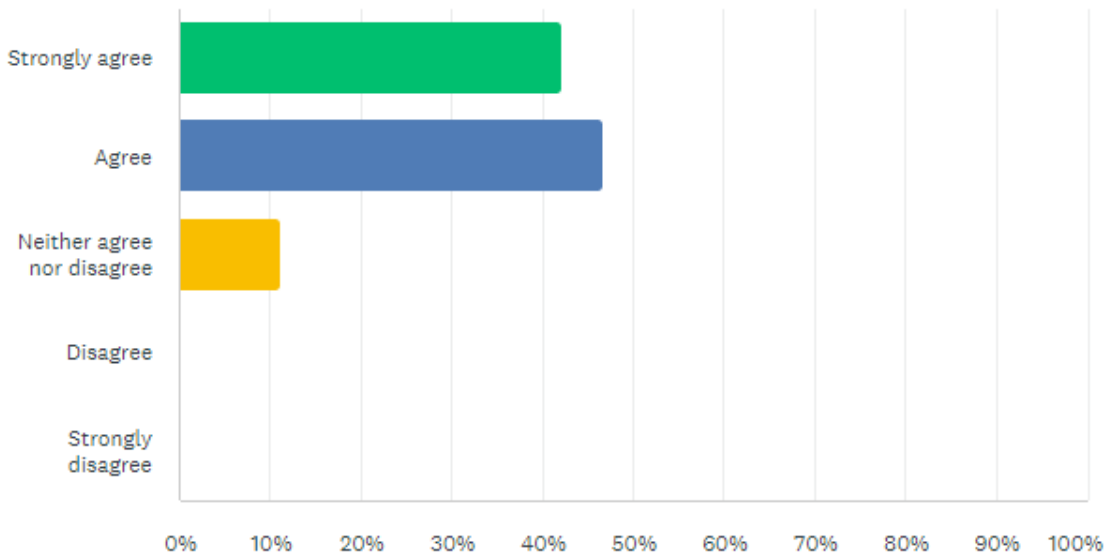


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge respects my family member's culture and diversity.

Answered: 45 Skipped: 1



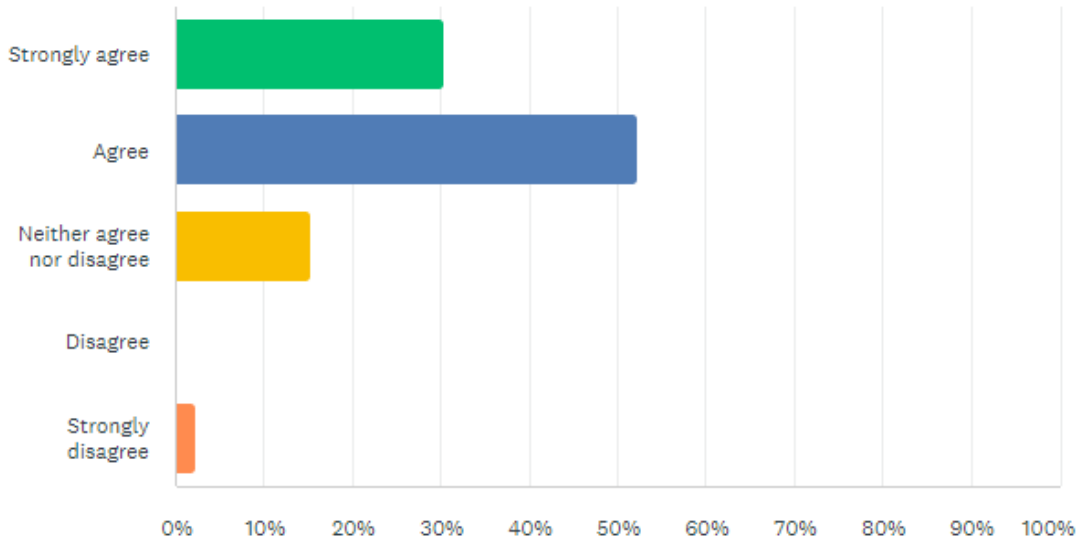
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

The team recognizes my family member's right to make choices.

Answered: 46 Skipped: 0

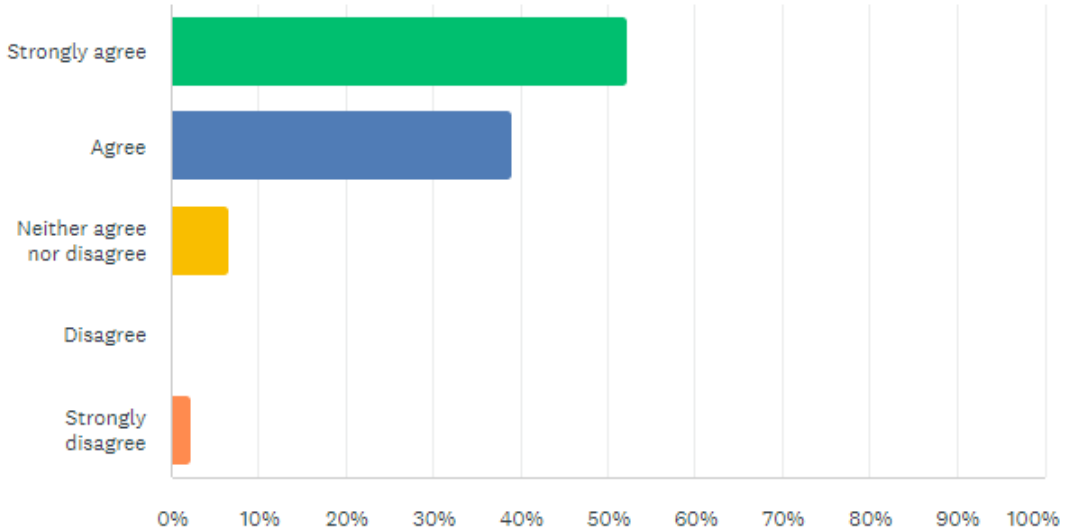


Spruce Lodge Family Engagement Survey 2023



I would recommend Spruce Lodge to others in the community.

Answered: 46 Skipped: 0



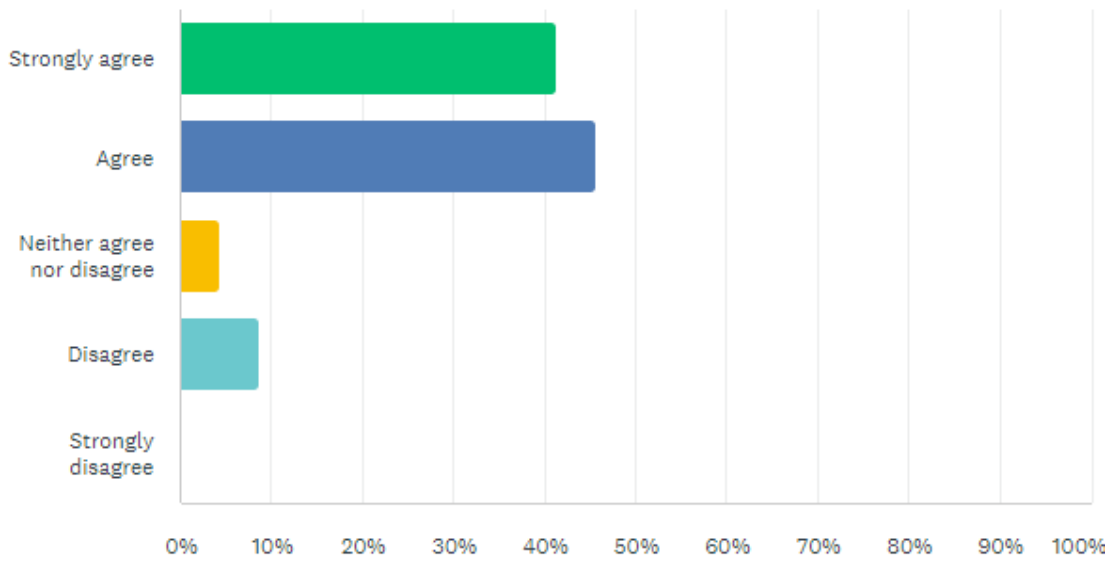
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

Team Members are easily recognizable. (i.e. name tags, uniform, et...

Answered: 46 Skipped: 0

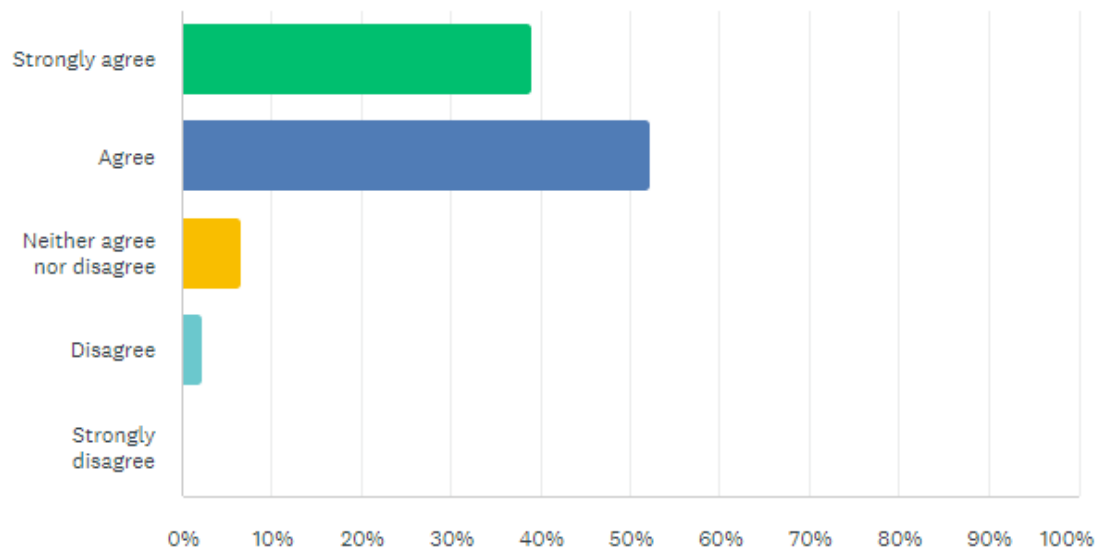


Spruce Lodge Family Engagement Survey 2023



ABOUT OUR HOME: The home is clean.

Answered: 46 Skipped: 0



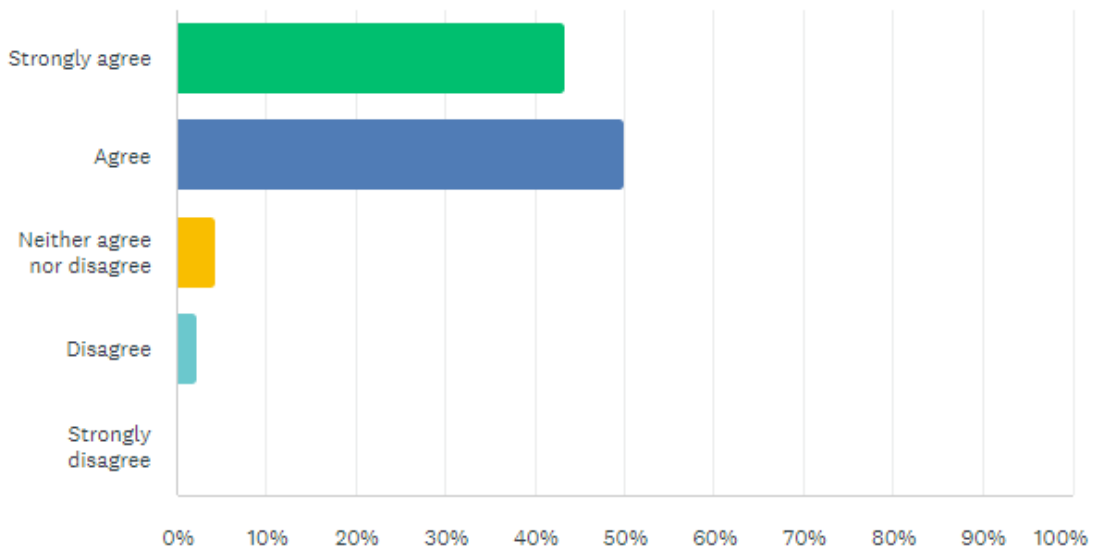
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

The home is free of odours.

Answered: 46 Skipped: 0

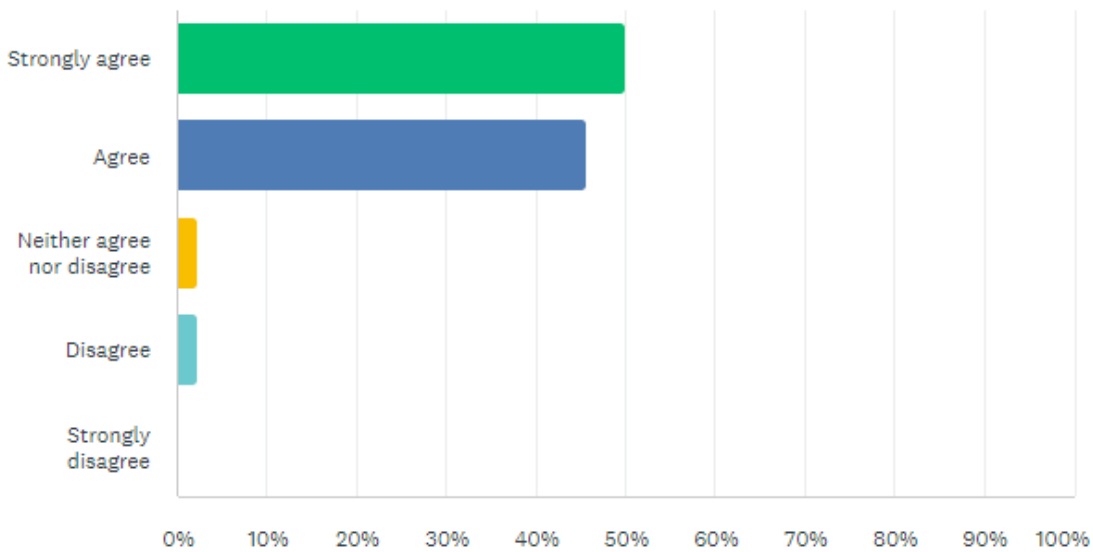


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

The outdoor grounds are attractive and well maintained.

Answered: 46 Skipped: 0



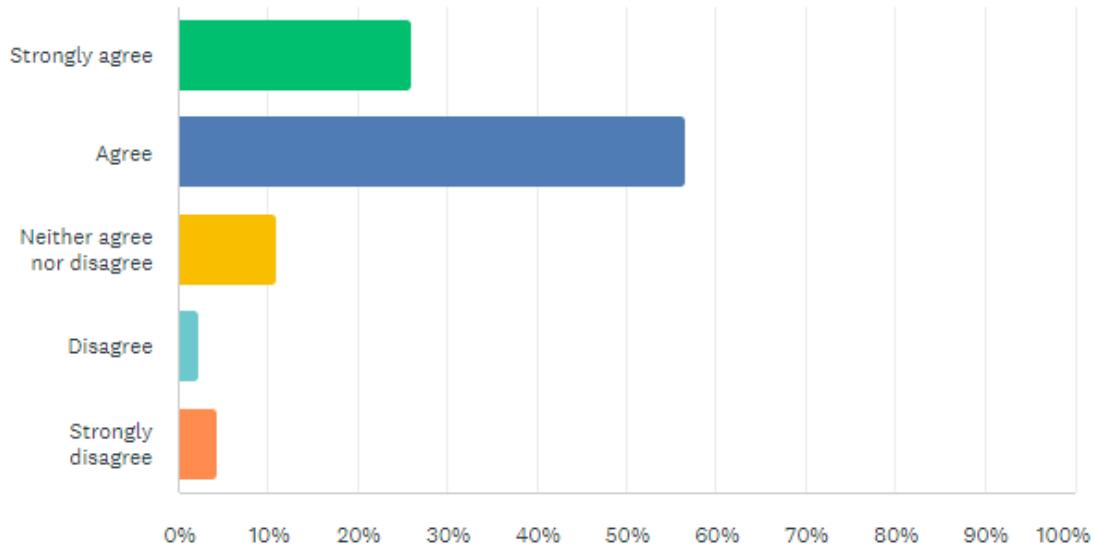
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

The temperature of my resident's room is satisfactory to my famil...

Answered: 46 Skipped: 0

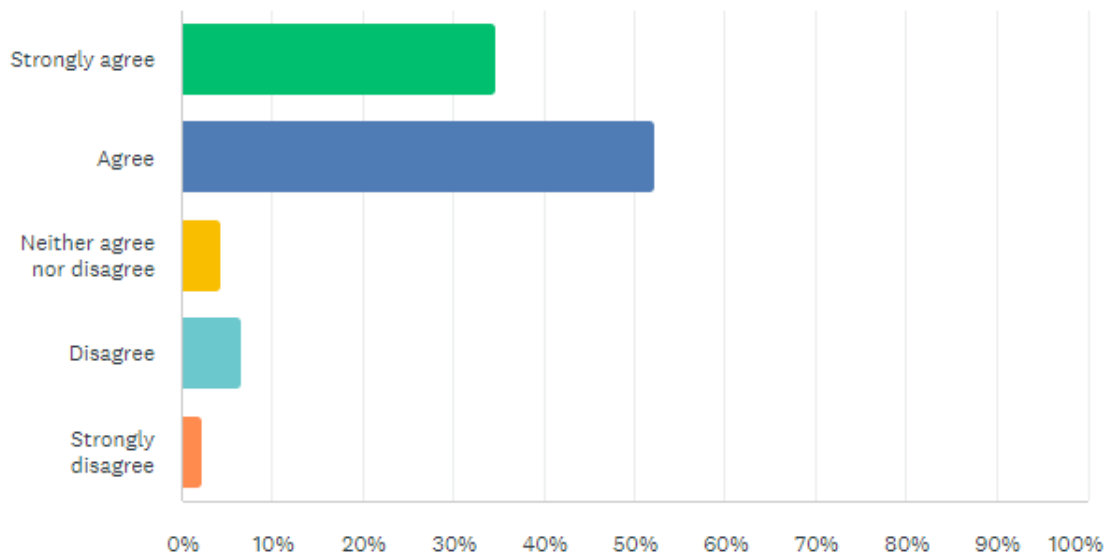


Spruce Lodge Family Engagement Survey 2023



ABOUT OUR CARE: My family member receives assistance when n...

Answered: 46 Skipped: 0



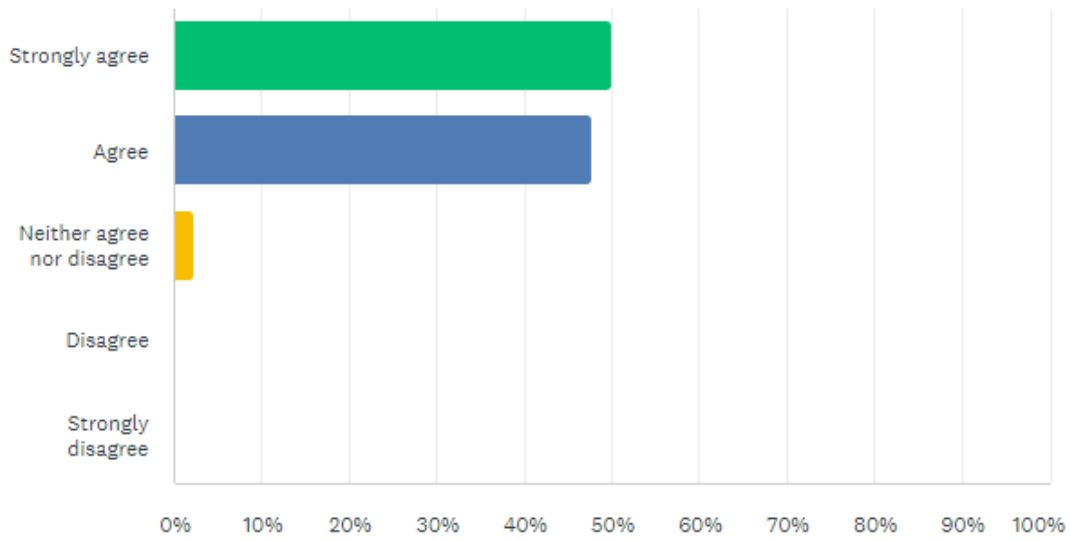
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

I receive information about changes in my family member's medica...

Answered: 46 Skipped: 0

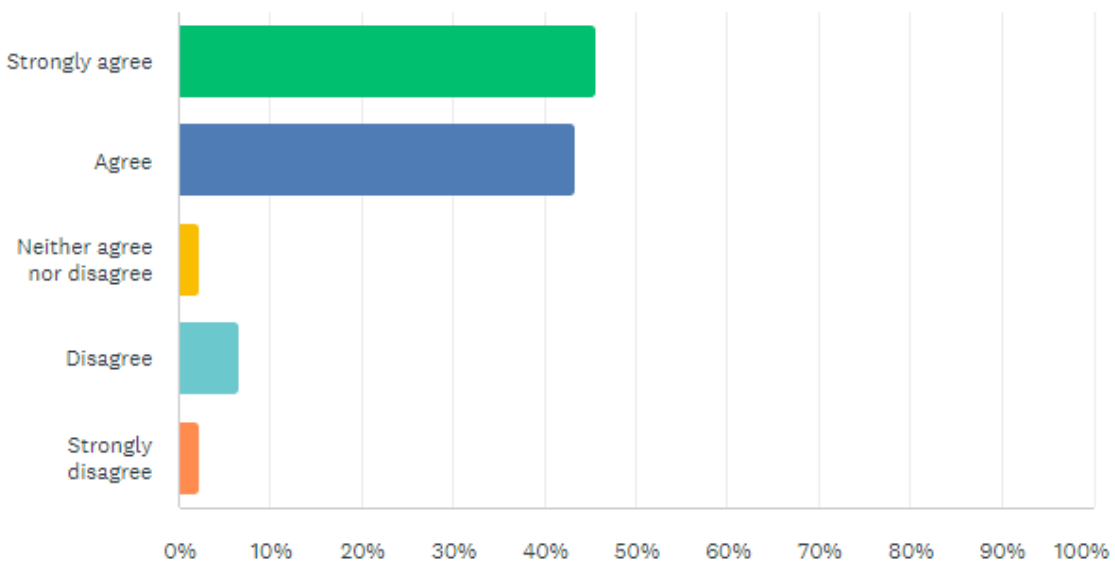


Spruce Lodge Family Engagement Survey 2023

0

I am satisfied with the medical attention provided by the Physicia...

Answered: 46 Skipped: 0



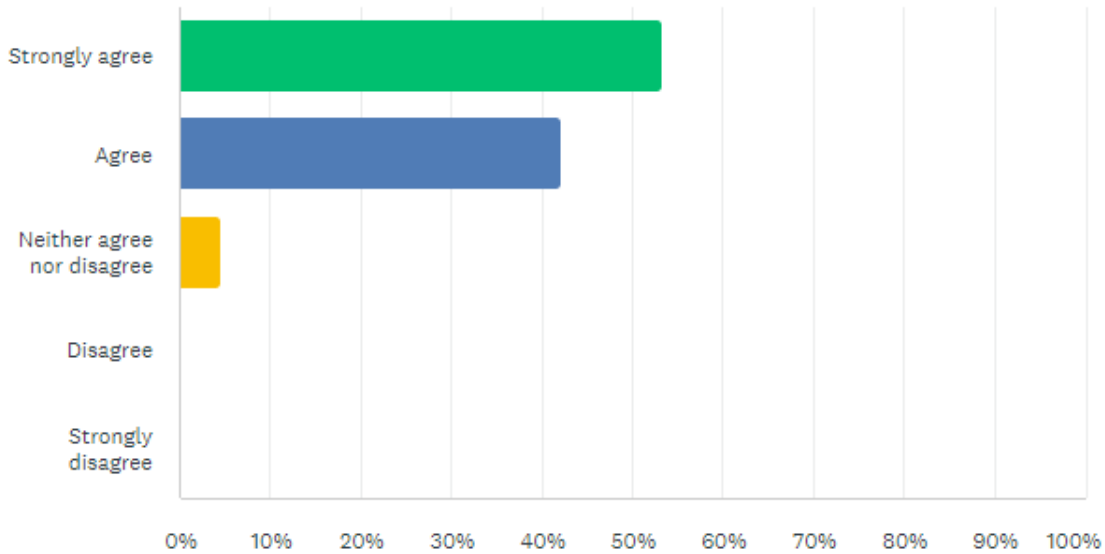
Spruce Lodge Family Engagement Survey 2023

0

Spruce Lodge Family Engagement Survey, 2023

I have been involved in my family member's plan of care through c...

Answered: 45 Skipped: 1

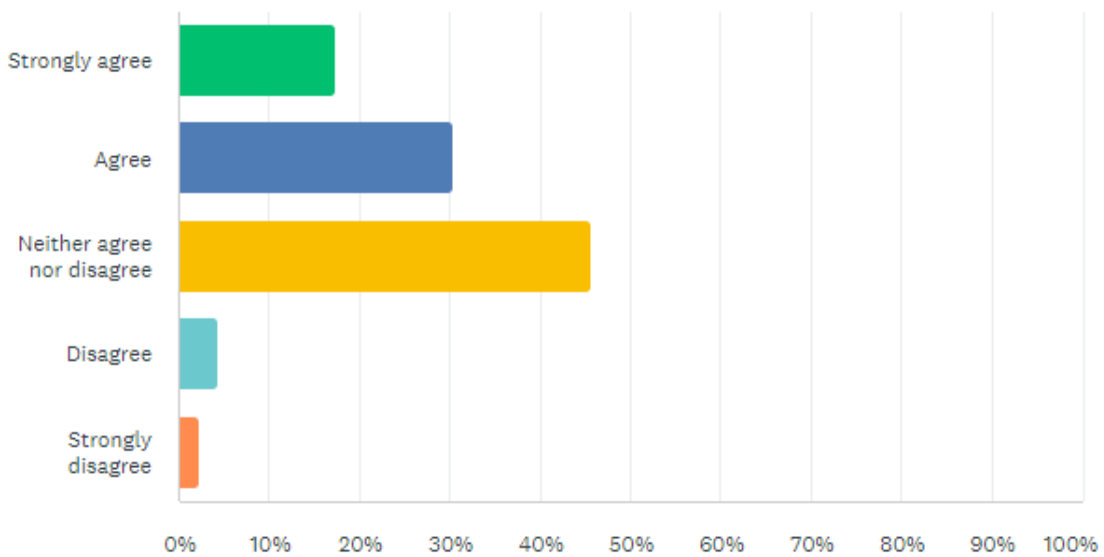


Spruce Lodge Family Engagement Survey 2023



I have been involved in developing a plan of care for my family me...

Answered: 46 Skipped: 0



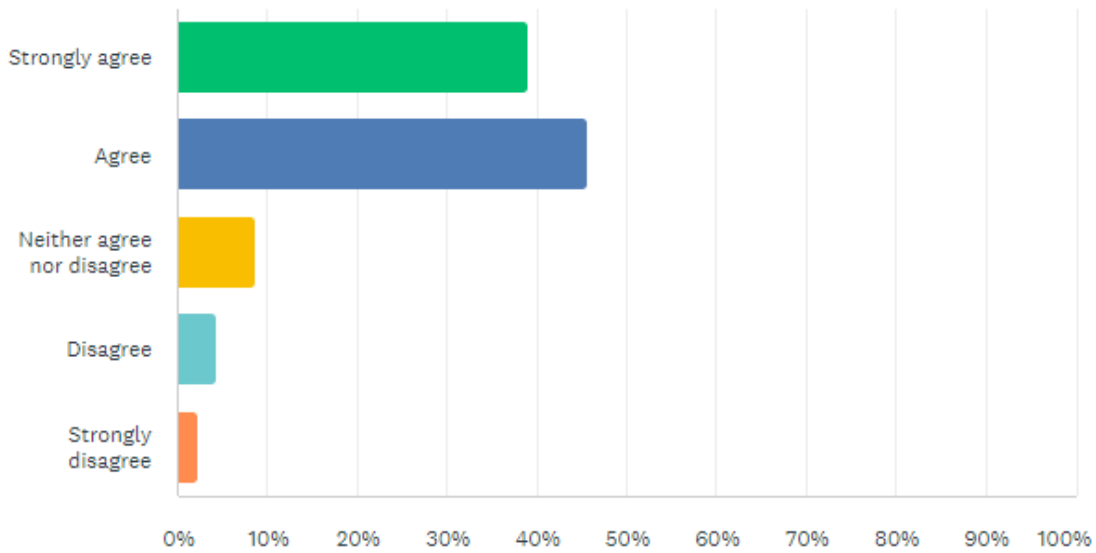
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

I am satisfied with external resources available for my family mem...

Answered: 46 Skipped: 0

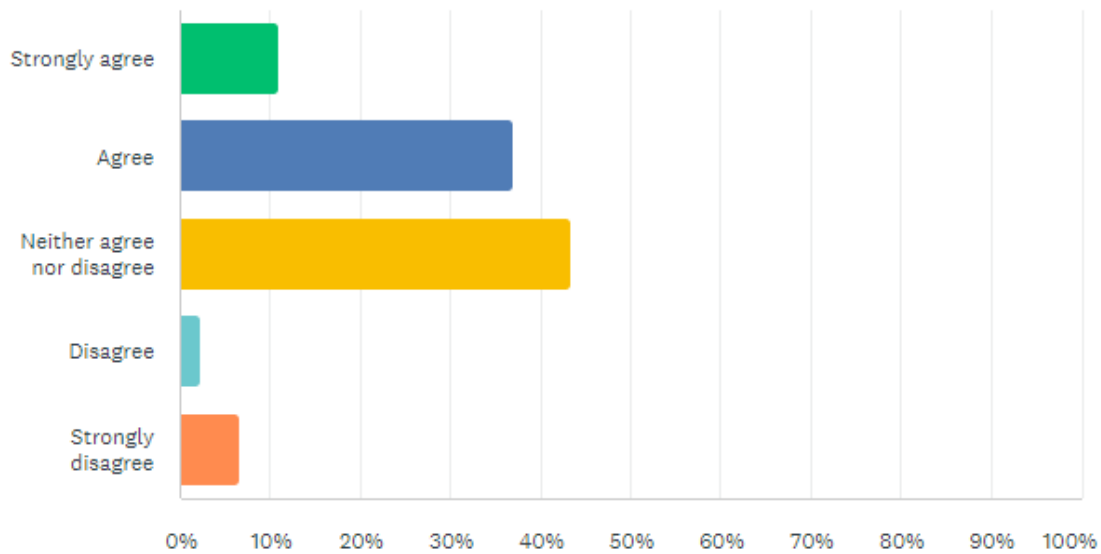


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

I am satisfied with the Physiotherapy services at the home.

Answered: 46 Skipped: 0



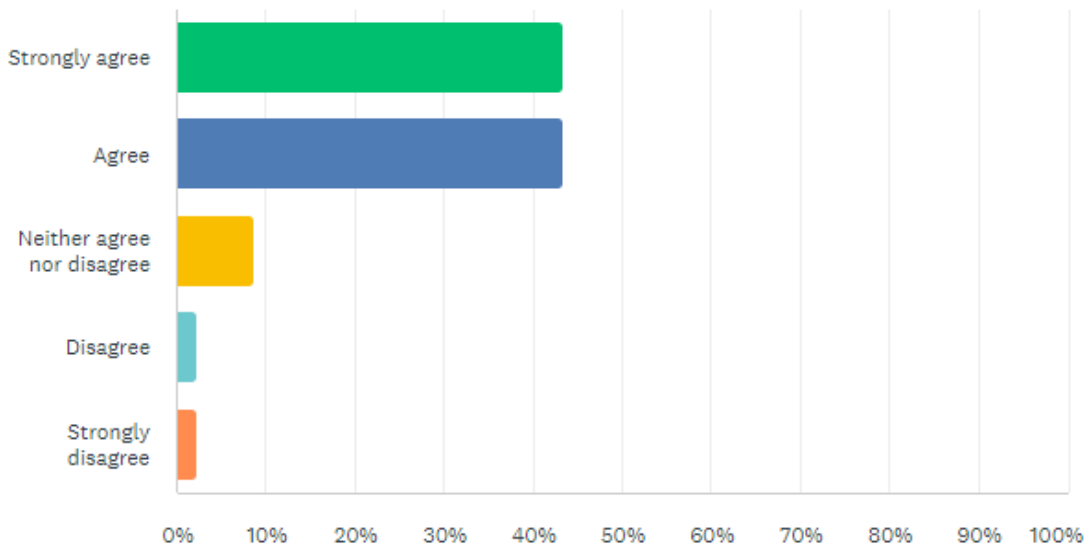
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

ABOUT OUR ACTIVITIES AND PROGRAMS: There is a variety of pro...

Answered: 46 Skipped: 0

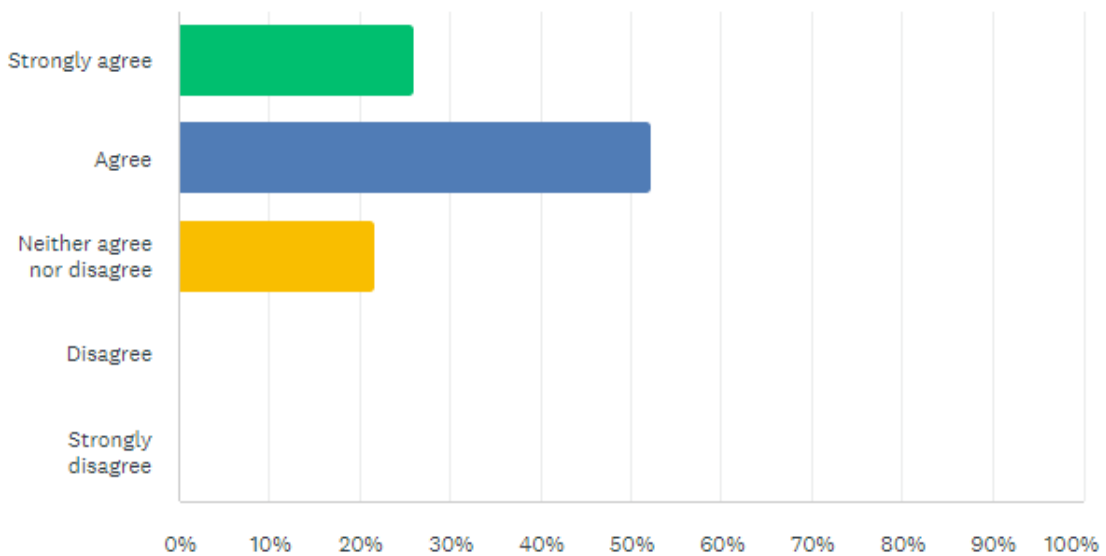


Spruce Lodge Family Engagement Survey 2023



My family member's spiritual needs are being met.

Answered: 46 Skipped: 0



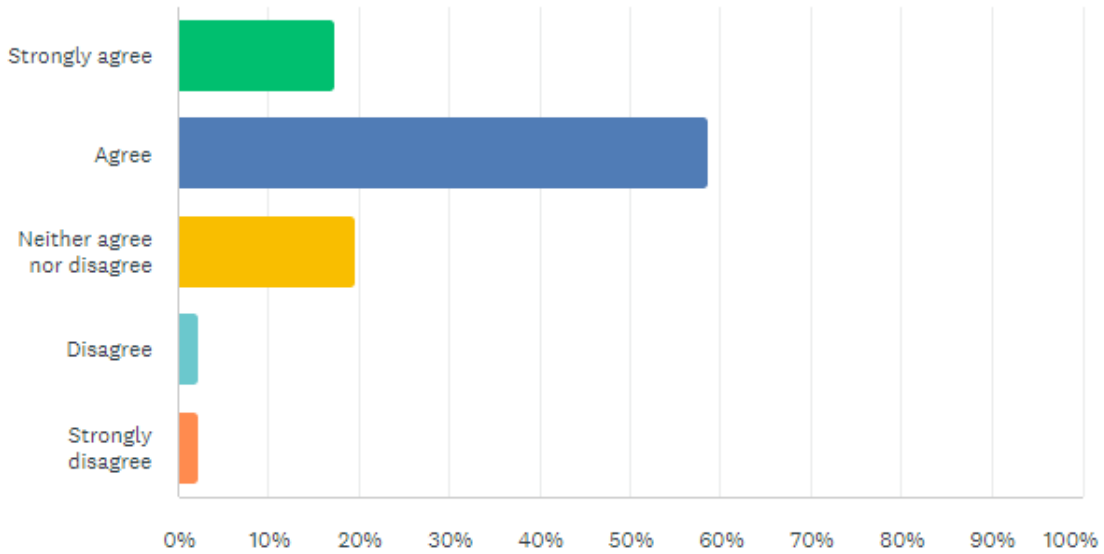
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

Programs are offered 7 days a week at times that are convenient fo...

Answered: 46 Skipped: 0

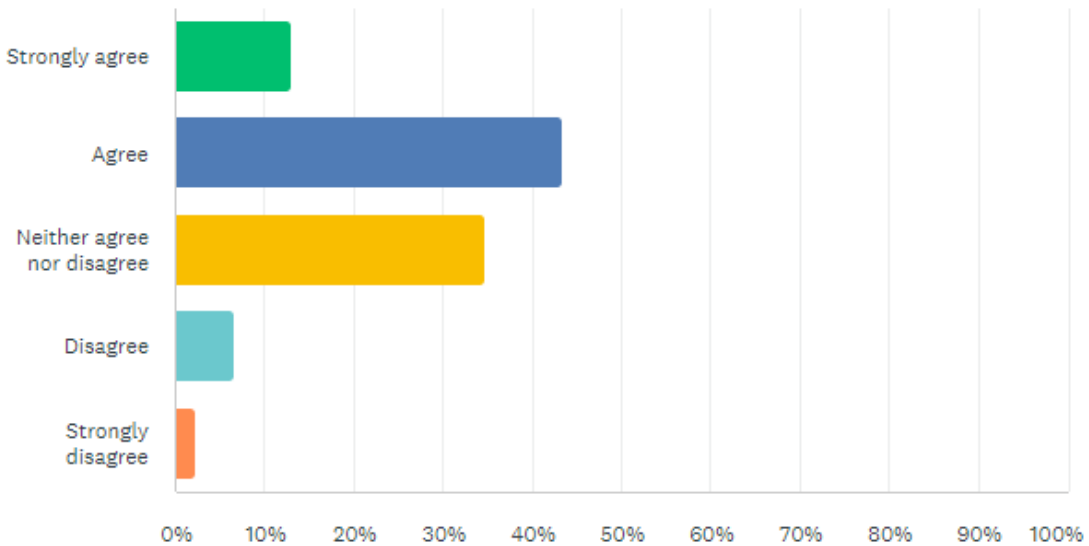


Spruce Lodge Family Engagement Survey 2023



ABOUT OUR FOOD SERVICES: My family member reports that he/s...

Answered: 46 Skipped: 0



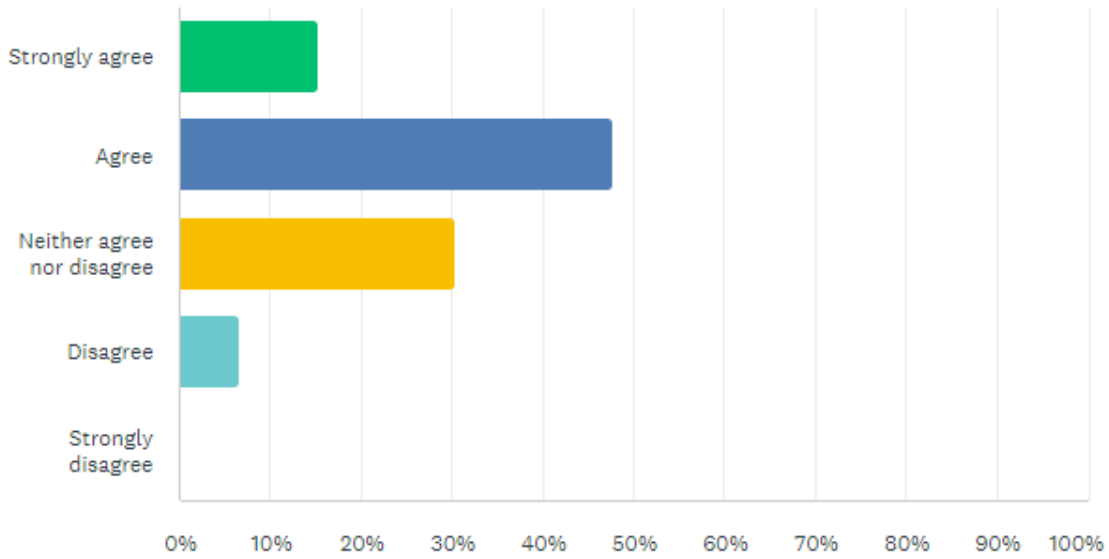
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

Meal time seems to be a pleasurable experience.

Answered: 46 Skipped: 0

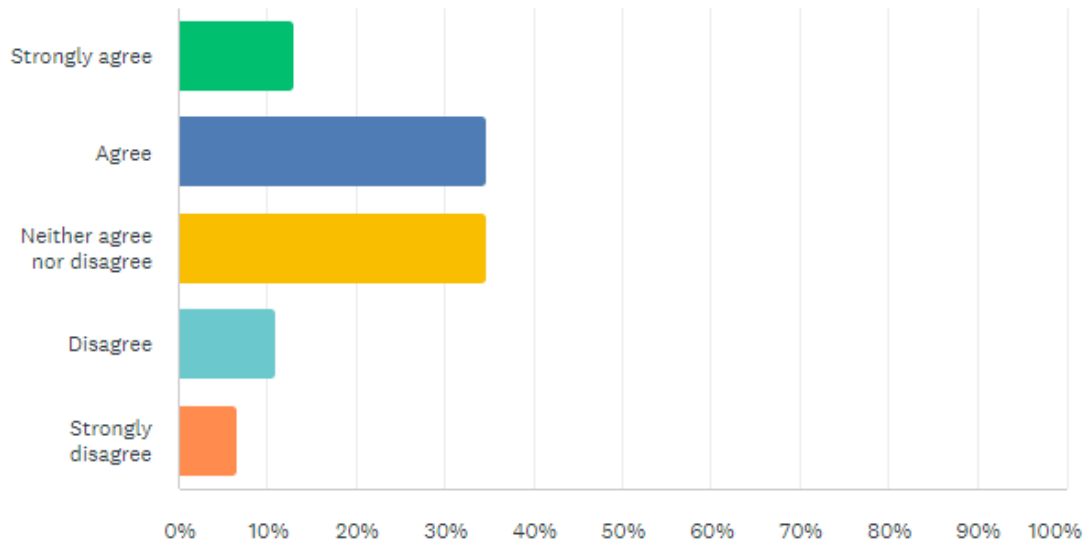


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

My family member reports the temperature of food is satisfactory ...

Answered: 46 Skipped: 0



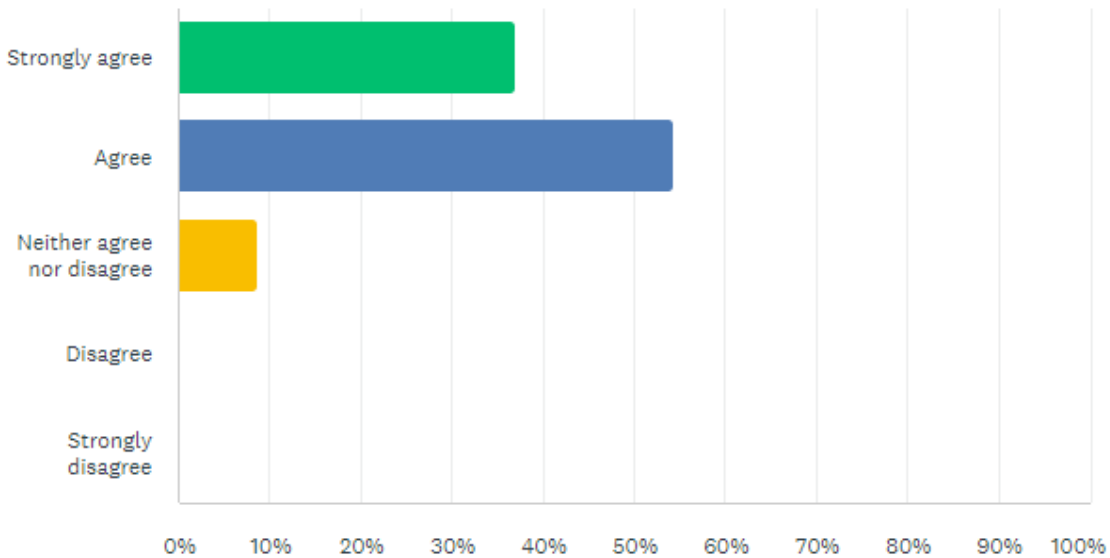
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

My family member is offered snacks and drinks between meals.

Answered: 46 Skipped: 0

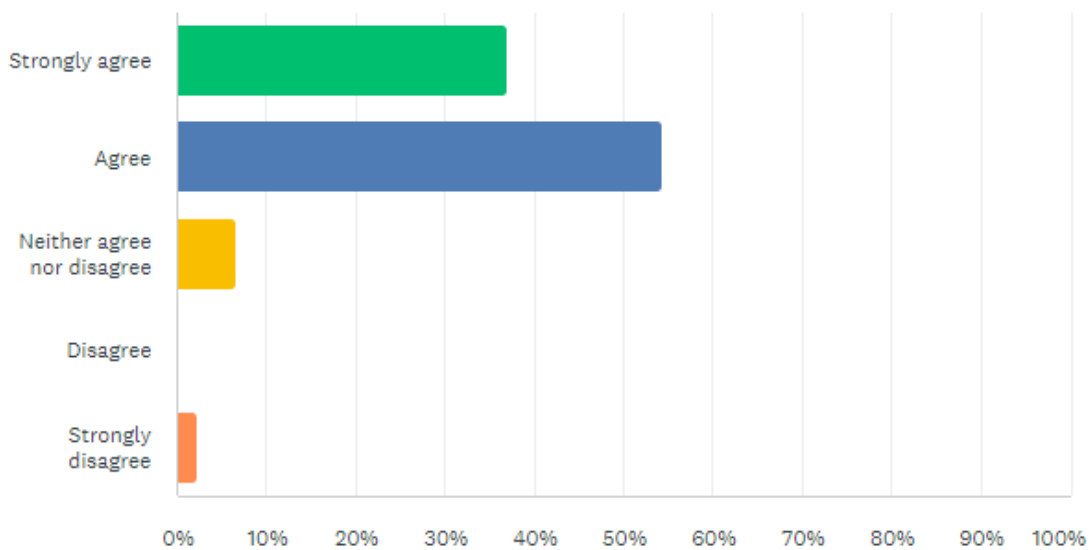


Spruce Lodge Family Engagement Survey 2023



I know who to contact if I have a question or concern.

Answered: 46 Skipped: 0



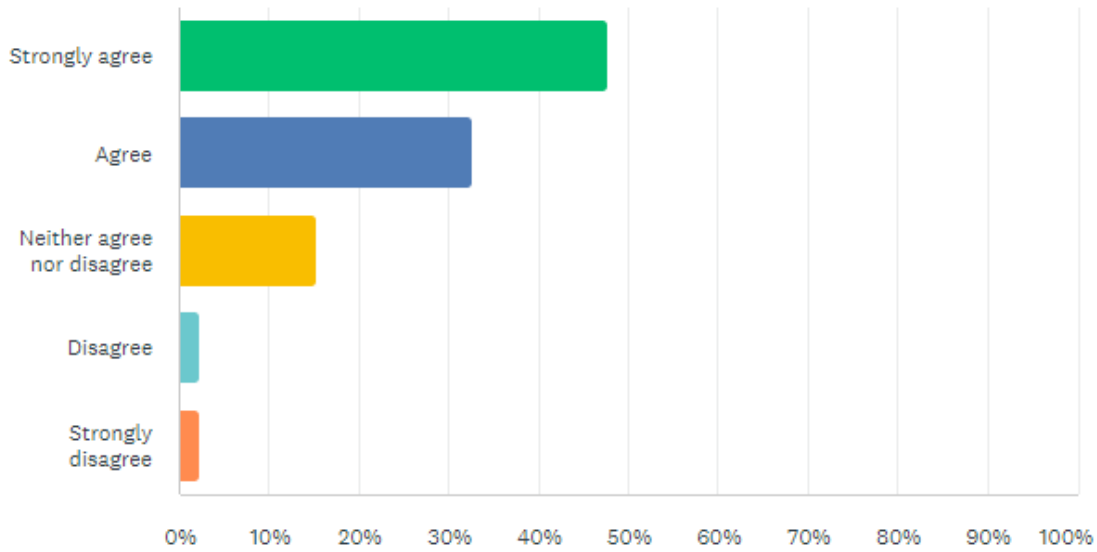
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

Based on my experiences, I have trust in the Spruce Lodge team.

Answered: 46 Skipped: 0

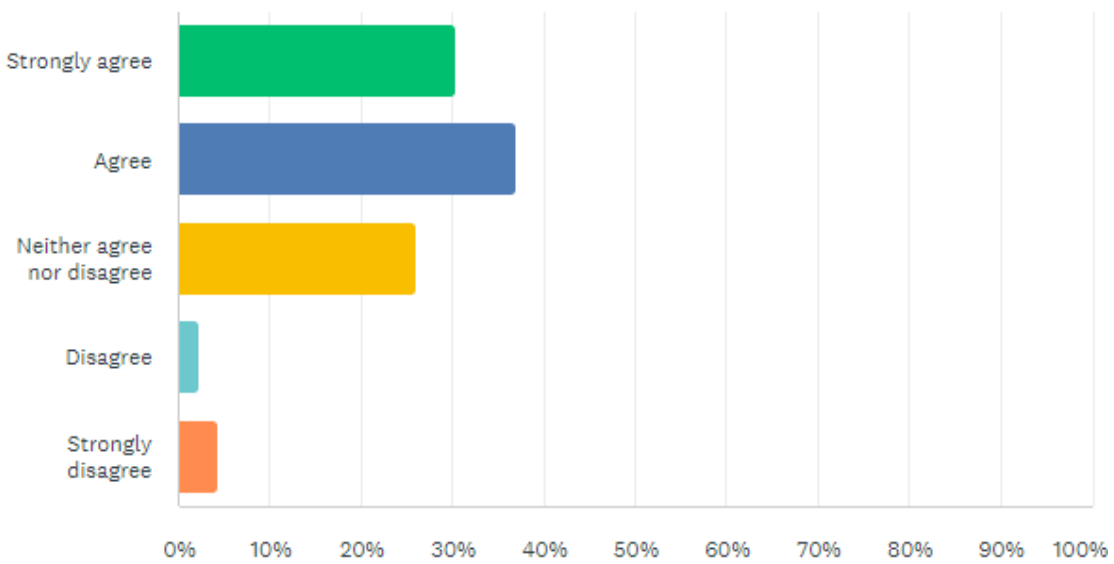


Spruce Lodge Family Engagement Survey 2023



ABOUT OUR MAINTENANCE AND LAUNDRY: The maintenance tea...

Answered: 46 Skipped: 0



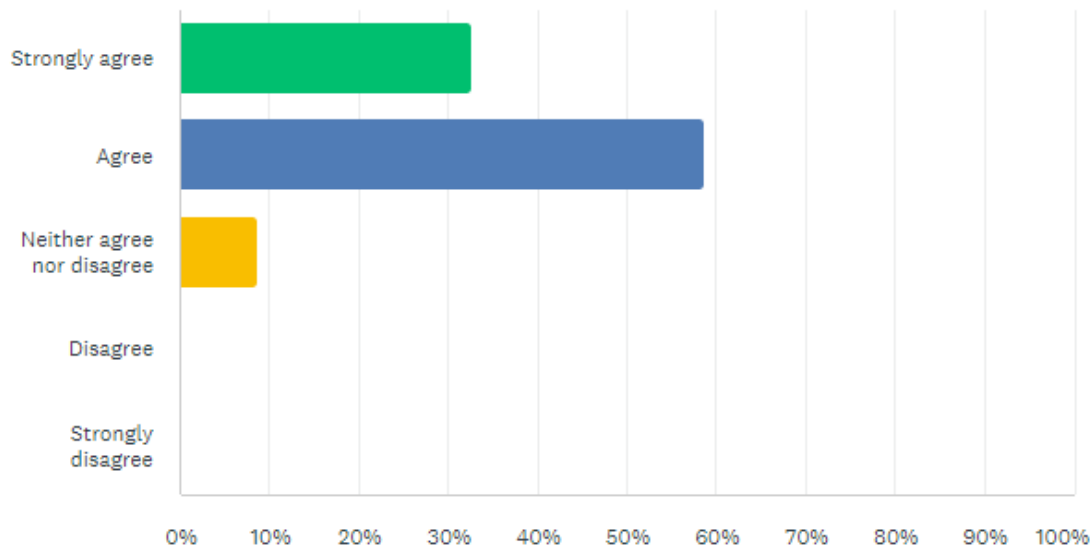
Spruce Lodge Family Engagement Survey 2023



Spruce Lodge Family Engagement Survey, 2023

The linens provided to your family member are in good condition.

Answered: 46 Skipped: 0

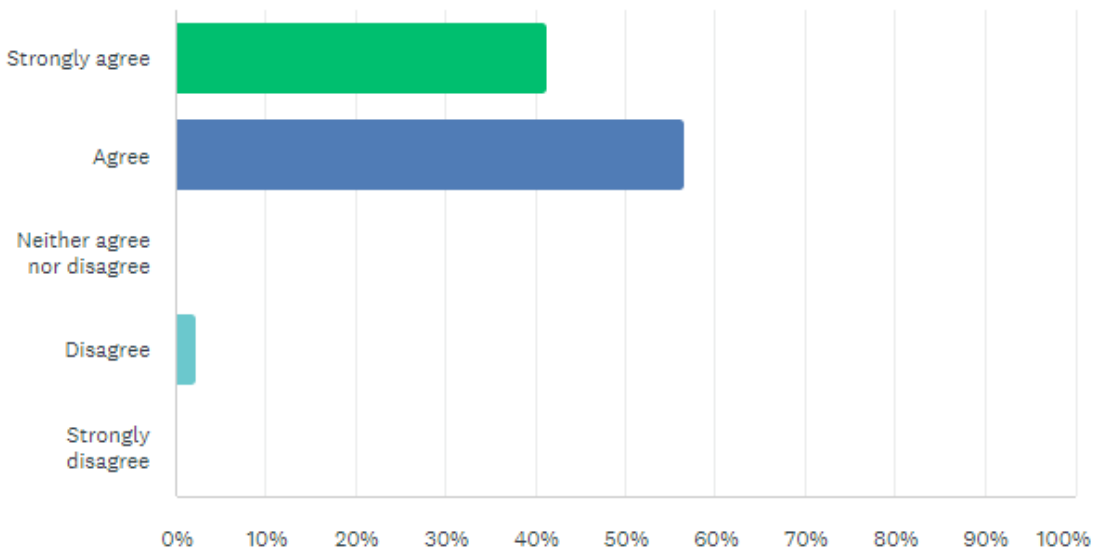


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

My family members personal clothing is clearly labelled.

Answered: 46 Skipped: 0



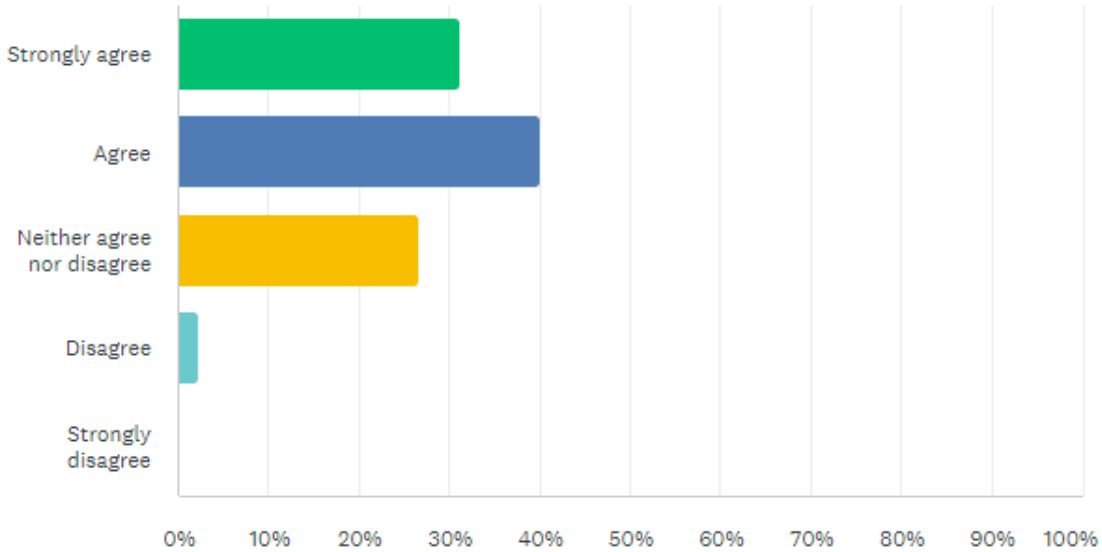
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

My family member's personal clothing is returned within 48 hours ...

Answered: 45 Skipped: 1

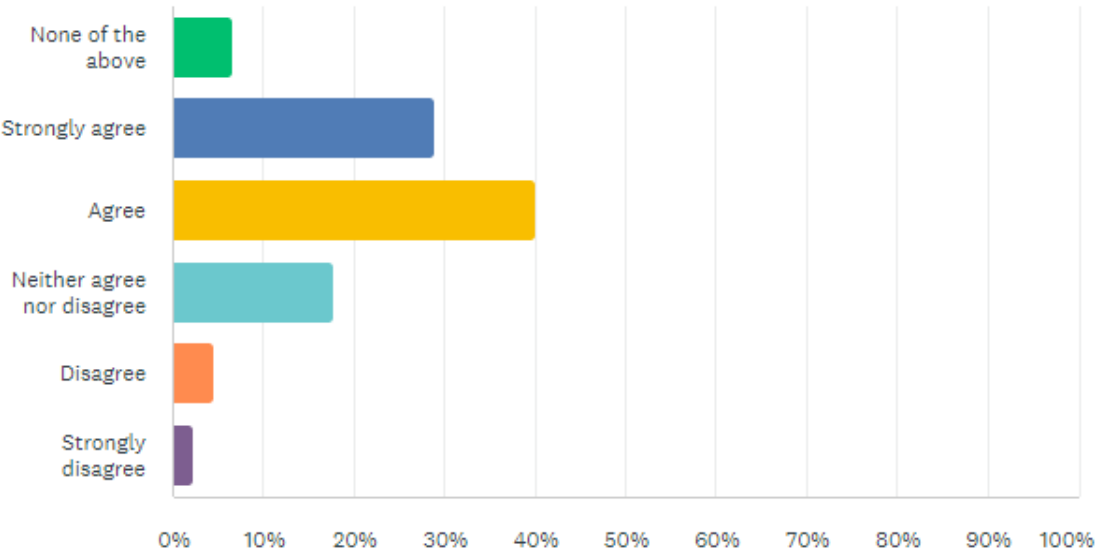


Spruce Lodge Family Engagement Survey 2023

0

ABOUT OUR INCONTINENCE PROGRAM: To the best of my knowled...

Answered: 45 Skipped: 1



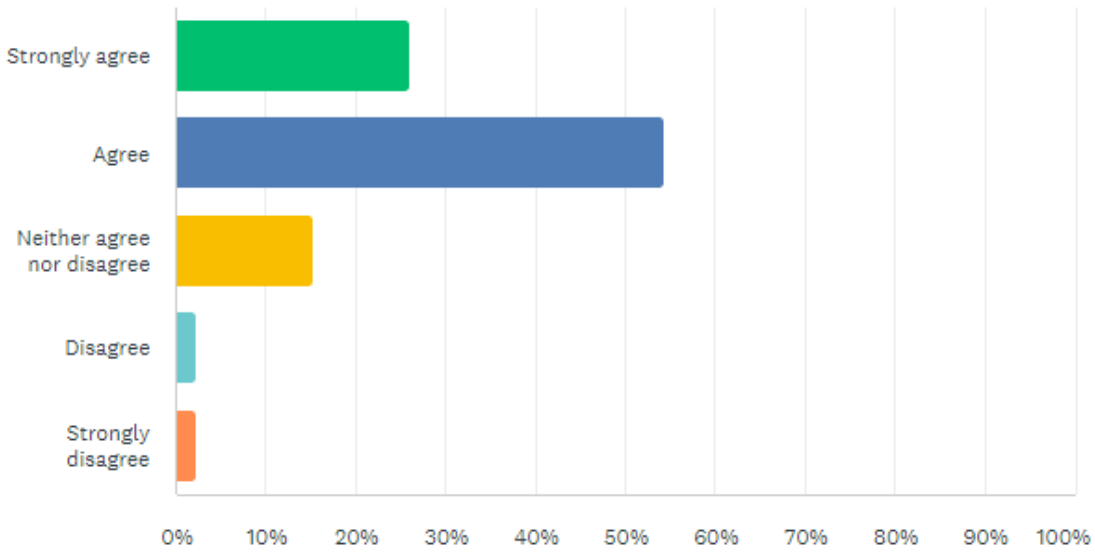
Spruce Lodge Family Engagement Survey 2023

0

Spruce Lodge Family Engagement Survey, 2023

COMMUNICATION: I am informed of operational updates in the ho...

Answered: 46 Skipped: 0

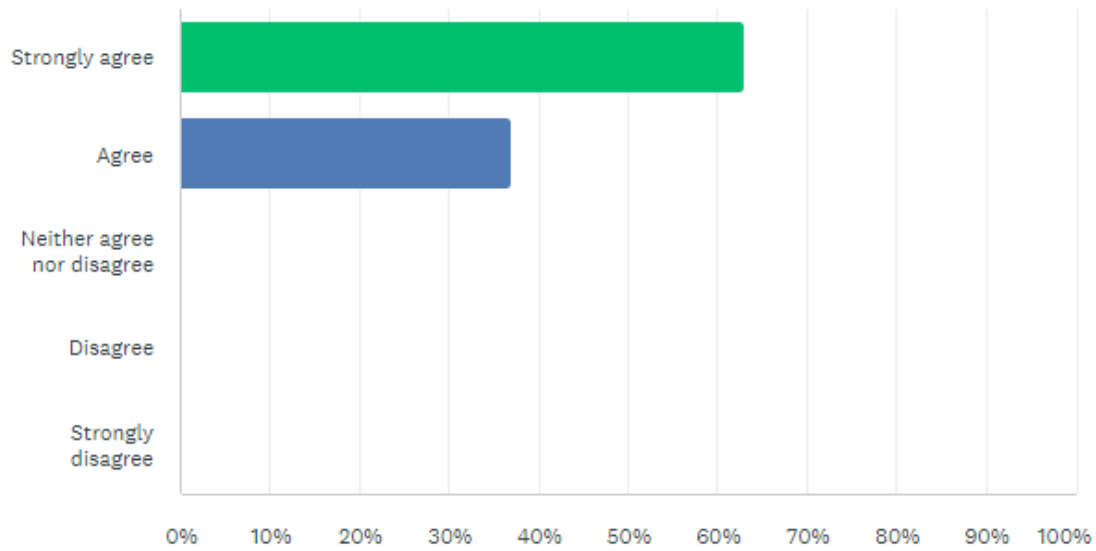


Spruce Lodge Family Engagement Survey 2023

🔍 (0)

I appreciate receiving updates via e-mail.

Answered: 46 Skipped: 0



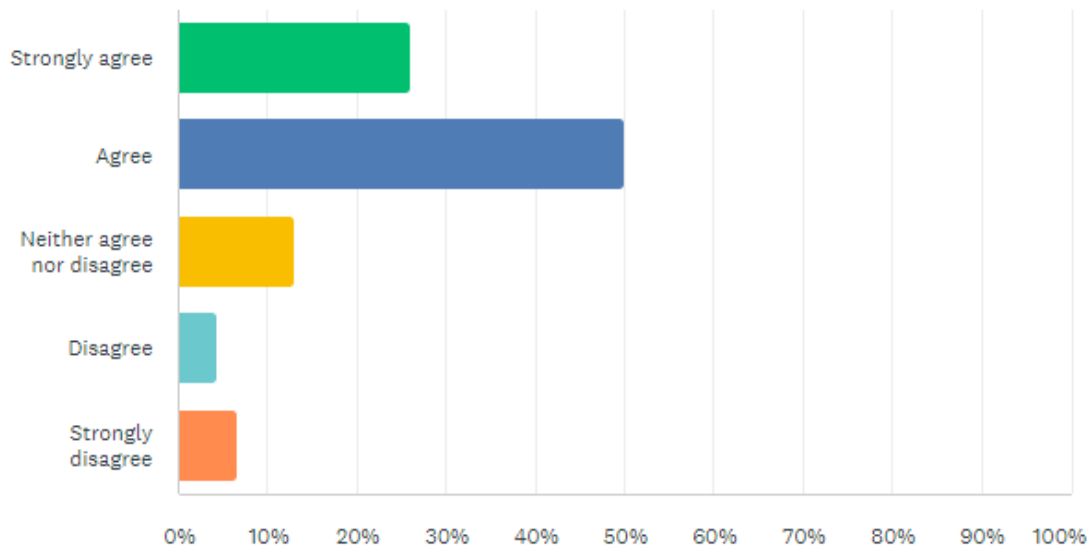
Spruce Lodge Family Engagement Survey 2023

🔍 (0)

Spruce Lodge Family Engagement Survey, 2023

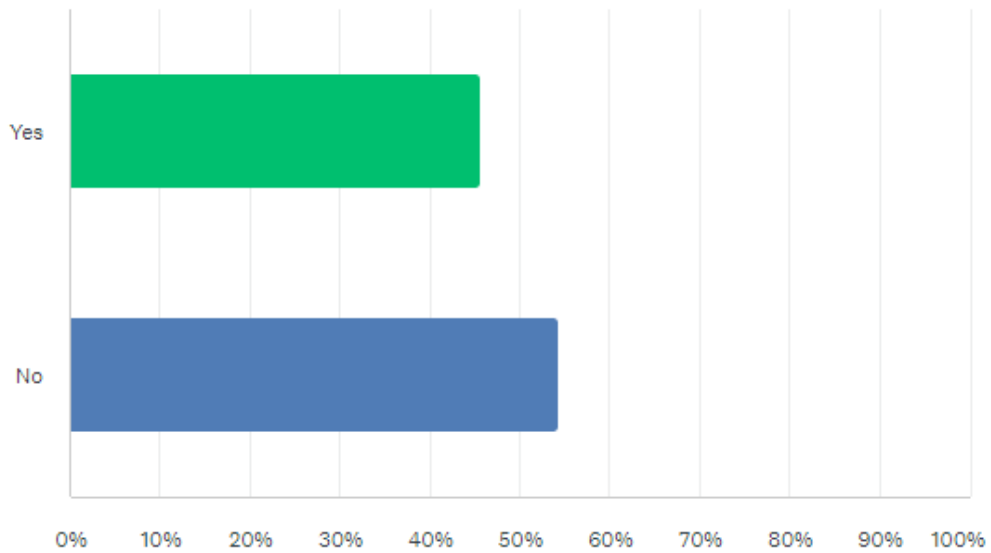
When calling the home, I am able to talk to the department I am tr...

Answered: 46 Skipped: 0



Are you aware of the improvements that have occurred throughout...

Answered: 46 Skipped: 0



Spruce Lodge Family Engagement Survey, 2023

Please share two things you consider to be the reason that Spruce Lodge is a great place for your family member to live:

- Quality Care
- I was told Spruce Lodge was a great place for my resident and I agree
- Friendly Staff
- Location, easy for me to visit
- Good facility inside and nice grounds, Homelike Atmosphere
- Care is good, thanks to the staff
- Staff are kind and work hard
- Everyone is treated with dignity and respect
- Social activities, variety of activities available day to day
- It is comforting to have regular staff who know my resident and who he/she is comfortable with
- All staff is professional and very caring
- Activity staff is energetic, friendly and fun
- Consistent respectful care
- Other residents
- Generally good quality foods offered
- The staff are amazing
- Everyone uses the resident's names

Please provide feedback on an area that Spruce Lodge could improve for your family member:

- I realize that some staffing shortages are unavoidable but, that being said, you still do a remarkable job.
- Resident room cleaning isn't frequent enough, closet space provided not optimized for storage/ clothing- a shelf on top of hanging bar would be super useful
- Have a working elevator
- Spills on floors and tables should be cleaned up promptly and completely, Wheelchairs should be cleaned regularly. I like it when warm, moist towels are provided after meals.
- Ensure the nurse call system is always working, also ELPAS bracelets
- Wish all rooms were big enough so that instead of just having a bed, they could have a comfortable chair. Hoping in the future there are no rooms in basic care with just a curtain.
- I often need to call two or three times before the phone is answered. Always more than accommodating when I get through
- Change up the meals-i.e. new items, more healthy snacks, offer fruit
- Remove the carpets in the halls
- The phone system- When I dial the extension number, it often says incorrect entry or rings and rings with no one answering.

Spruce Lodge Family Engagement Survey, 2023

- Better communication between team members
- Since COVID, there have been fewer community groups coming in to entertain the residents.
- Would love to be able to correspond with team members who handle day to day hands on care of residents or to leave important items of note when no one can be reached.
- Wi-Fi improvement

Are there any education topics that would be a benefit to you as a family member of a Long Term Care resident?

- Palliative care- what care is given at Spruce Lodge
- Dementia, behaviours
- Medication information and side effects