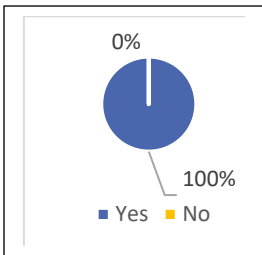


RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

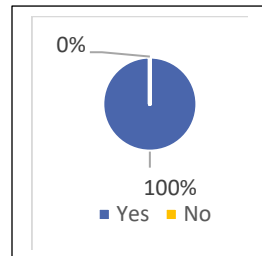
SITE: Big Knife Lodge – 5 responses out of 21 residents January – February 2023

1. I Enjoy living here Celebrating Success What we've learned What we are doing



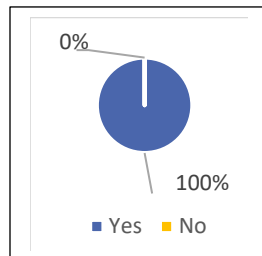
| | | |
|---|---|---|
| The residents at the lodge enjoy living there | Residents are very content at the lodge | We will continue to ensure that residents enjoy the activities and the space provided |
|---|---|---|

2. I live in a safe and secure environment Celebrating Success What we've learned What we are doing



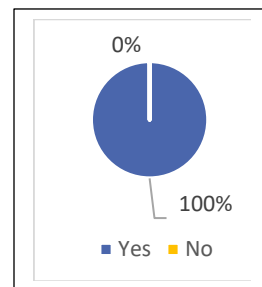
| | | |
|---|---|---|
| Residents feel safe and secure here at the lodge. | Resident feel very safe in the building | We will continue to ensure that the building is safe and secure for the residents to enjoy a peaceful home. |
|---|---|---|

3. I feel that the staff care about me and others Celebrating Success What we've learned What we are doing



| | | |
|--|---|--|
| The residents feel that the staff care | Residents really appreciate how much the staff care about the people that live in the lodge | We will continue to provide person center focused care to the residents to ensure they always feel special living there. |
|--|---|--|

4. Staff are friendly and cheerful Celebrating Success What we've learned What we are doing



| | | |
|---|--|---|
| Residents feel that staff are friendly and cheerful | Residents are very happy with the atmosphere of the lodge. | We will continue to create a happy and healthy environment for the residents and family members |
|---|--|---|

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

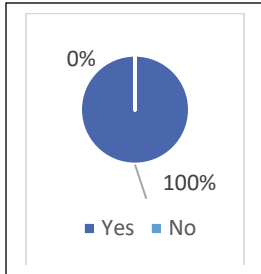
SITE: Big Knife Lodge – 5 responses out of 21 residents January – February 2023

5. I feel I am listened to when I have a problem

Celebrating Success

What we've learned

What we are doing



Residents feel like they are being listened to when they have a problem

Some issues cannot be taken care of by staff or management

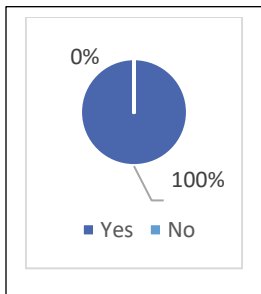
Residents knowing what can or cannot be solved will be something we can work on informing them of going forward so they understand what kinds of concerns we can absolutely do something about and what concerns we may not be able to solve.

6. I am treated with respect

Celebrating Success

What we've learned

What we are doing



Residents feel like they are treated with respect in our building

It is important that residents feel respected not only by all staff members but also by the other residents

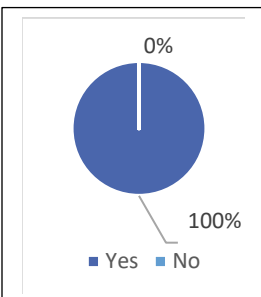
We will continue to address issues in regards to our code of conduct in the building and we hope by showing them the information they will understand that sometimes the things we do can affect others.

7. My friends and family are welcome here.

Celebrating Success

What we've learned

What we are doing



Family members are always made to feel welcome.

The residents really appreciate their families being able to come and participate in activities and events

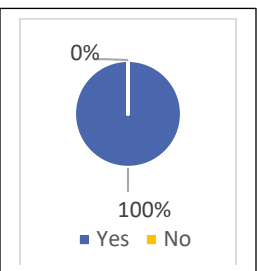
We will continue to encourage the family members to come and visit by offering meal tickets and keeping them informed on the activities ahead of time so they have enough time to plan their visits.

8. I enjoy the dining experience

Celebrating Success

What we've learned

What we are doing



Resident stated they would like a multigrain bread option.

Residents are overall satisfied with the dining experience.

We will continue to improve the menu and dining experience and encourage residents to bring forward their wants and ideas so we can change items and arrangements going forward.

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

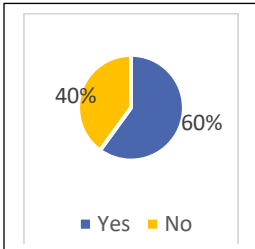
SITE: Big Knife Lodge – 5 responses out of 21 residents January – February 2023

9. The meals I receive are of good nutritional quality

Celebrating Success

What we've learned

What we are doing



Residents are being heard when concerns regarding the food go to the manager.

Less chicken and more fish.

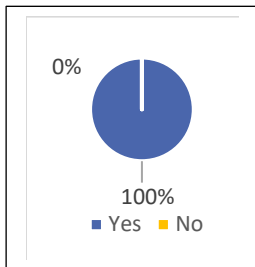
We will continue to work with the staff regarding education and providing the residents with healthy choices and options

10. I am happy with the cleanliness of my room and the common areas

Celebrating Success

What we've learned

What we are doing



Very happy with my room cleaning

The residents appreciate the clean environment they get to live in.

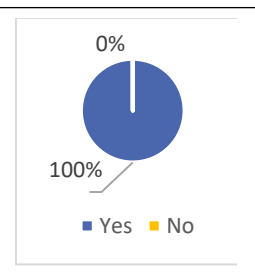
We will continue to follow cleaning procedures and focus on making sure that each resident feels like their home is kept as clean as we like it.

11. I have the opportunity to participate in activities

Celebrating Success

What we've learned

What we are doing



Residents have opportunity to participate in all the activities.

Overall, the residents are very happy with the activities provided to them.

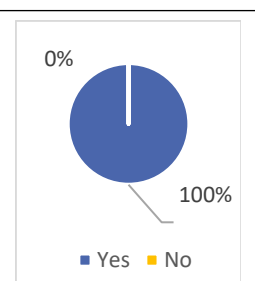
We will be working with the residents and the activity coordinators to get some more ideas for activities. Comment cards can also be provided to ensure we get more ideas of what the residents would like to do are.

12. I have the opportunity to receive spiritual support

Celebrating Success

What we've learned

What we are doing



Pastor Kevin is awesome.

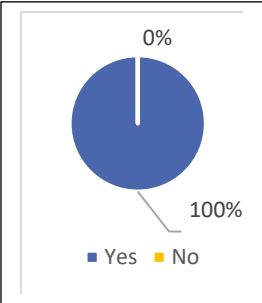
The residents really love the service provided, they would even like it more frequently

We will continue to provide the site with spiritual support.

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

SITE: Big Knife Lodge – 5 responses out of 21 residents January – February 2023

| 13. I have access to information about additional supports if needed (Home Care, transportation) | Celebrating Success | What we've learned | What we are doing |
|--|---------------------|--------------------|-------------------|
|--|---------------------|--------------------|-------------------|



| | | |
|--|--|---|
| Information is provided to the residents regarding other services. | Not all residents need services but still like to see the information regarding the different programs | We will continue to update our information boards with contacts for other services for residents. |
|--|--|---|