Maple Park Lodge		
Resident/Family Sa	faction Survey	Results for 2023-2024
Nursing Care Communication Homelike Environment Food Services Programs Overall Resident Care	4 3 2 21 23 6 1 18 23 6 3 18 22 4 4 20 18 3 0 18 12 9 1 28 20 3 0 nvolvement in Decision 5 4 3 2 5% 24% 18% 2%	1 0 5 10 15 20 25 30 1 3 0 15 20 25 30 0 1 0 0 5 10 15 20 25 30 0 5 5 00 0 5 10 0 2 1
90% Reported Positive Satisfaction I can express my opinio 94% Reported Positive Satisfaction	General feel they listen 5 4 3 2 25 21 5 0 9% 41% 10% 0% ithout fear of consequences 5 4 3 2 80 18 3 0 9% 35% 6% 0%	1 0 5 10 15 20 25 30 0% Very satisfied 5 - - - 28 Somewhat satisfied 4 - - - 20 28 1 Neither satisfied nor dissatisfied 3 3 3 - - - - - - - - 20 - - - - - - - - - - - - - - 20 -
86% Reported Positive Satisfaction	5 4 3 2 27 17 4 2 38% 33% 8% 4%	1 2% When I tell the staff a concern I feel they listen 0 5 10 15 20 25 30
88% Reported Positive Satisfaction	e supported and encouraged 5 4 3 2 5 4 3 2 28 17 4 1 5% 33% 8% 2% manner when they deal with me 5 4 3 2 50 18 2 0 0 9% 35% 4% 0% 1	1 Somewhat satisfied 5 25 1 Somewhat satisfied 4 21 2% Neither satisfied nor dissatisfied 3 5 1 Somewhat dissatisfied 2 0 1 Very dissatisfied 1 0
Staff respo 92% Reported Positive Satisfaction	Any likes/dislikes 5 4 3 2 28 19 2 1 5% 37% 4% 2%	1 0 5 10 15 20 25 30 35 2% Very satisfied 5 0 5 10 15 20 25 30 35
86% Reported Positive Satisfaction	appy in this home 5 4 3 2 27 17 4 2 3% 33% 8% 4%	Somewhat satisfied 4 18 1 Neither satisfied 1 2% Somewhat dissatisfied 2 0 Very dissatisfied 1
90% Reported Positive Satisfaction	Attisfaction 5 4 3 2 23 23 5 0 5% 45% 10% 0%	1 0 0% Overall Satisfaction 23 23 25
How likely are you to re	amend our home to others?	14 20 14 12 10 15 8 10 6 5 4 0 0 0 0 0 10utof5 2 outof5 3 outof5 4 outof5