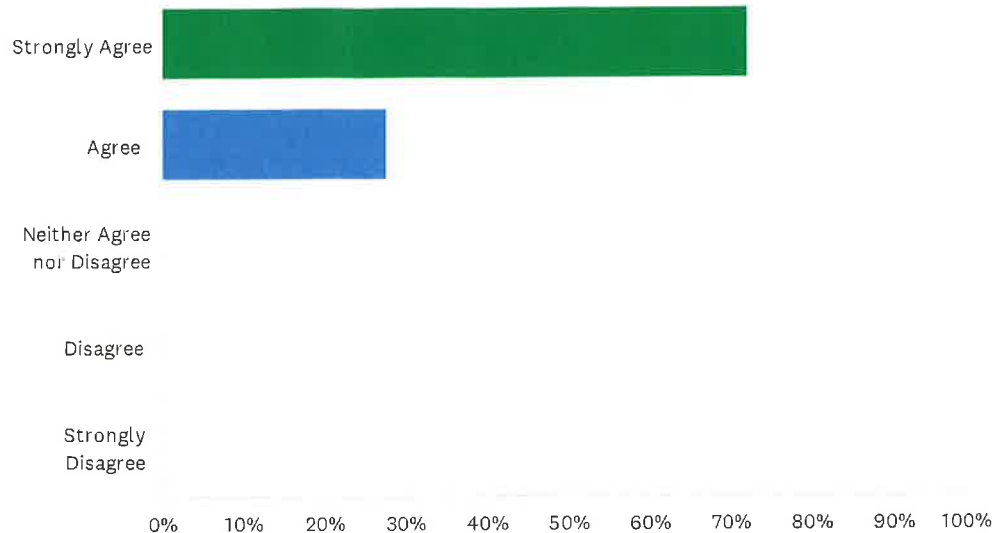


Q1 The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Answered: 36 Skipped: 0



ANSWER CHOICES

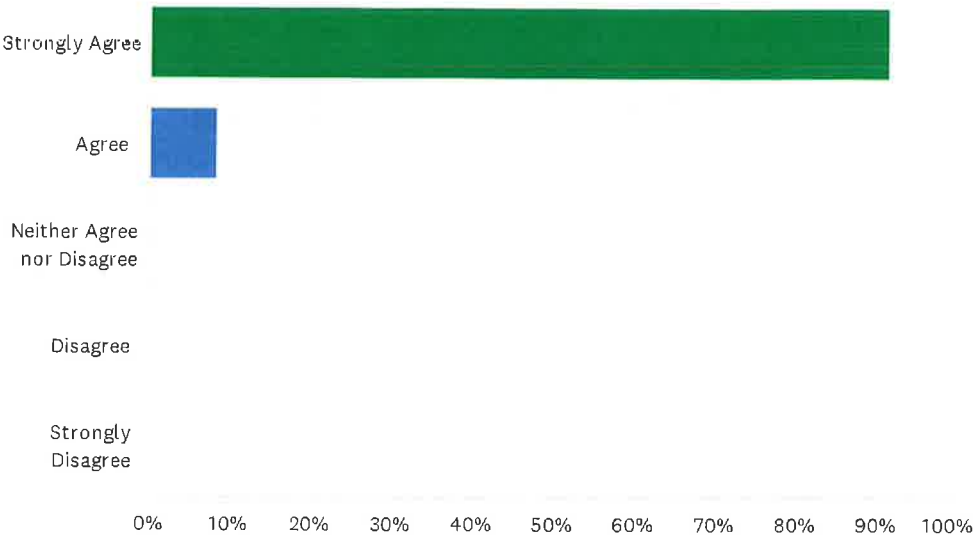
RESPONSES

Strongly Agree	72.22%	26
Agree	27.78%	10
Neither Agree nor Disagree	0.00%	0
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	There could be a stronger approach to making sure all visitors use hand sanitizer, especially before meals.	10/31/2025 4:19 PM
2	I am very impressed how everyone at the home takes such care and makes certain everyone coming into the home to work or visit put the safety of all the residents	10/23/2025 5:06 PM
3	Again still concerned no rails on her bed will bring this up in my meeting this month.	10/15/2025 4:10 PM
4	Safety measures are sent out right away.	10/14/2025 6:51 PM
5	This comment is for feedback on regulations (not on OGM). For people with dementia/confusion/etc and are at a high risk for falls, their should be the option to alarm the patient's bed and/or put alarmed mats down beside the bed.	10/14/2025 4:10 PM

Q2 I will support and contribute to a safe, infection free environment

Answered: 36 Skipped: 0

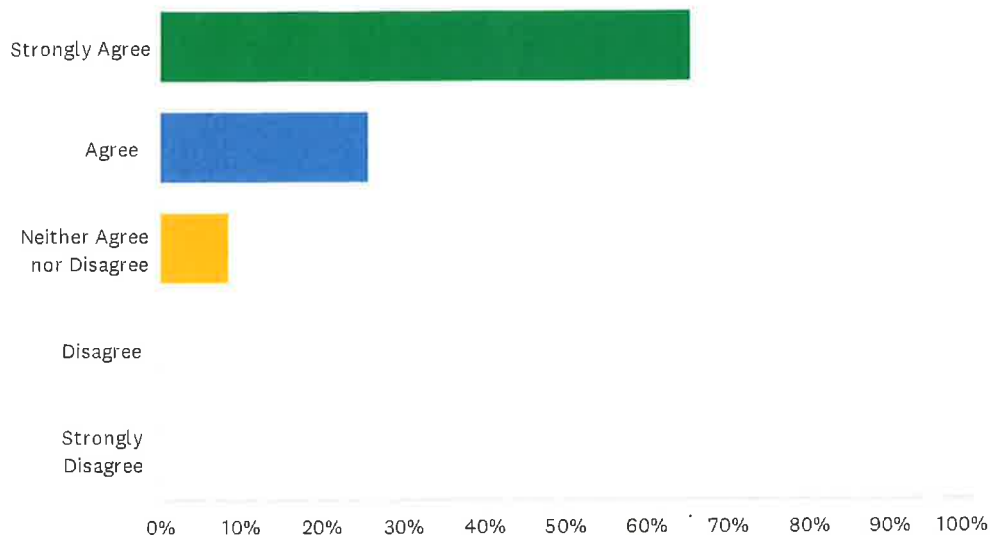


ANSWER CHOICES		RESPONSES	
Strongly Agree		91.67%	33
Agree		8.33%	3
Neither Agree nor Disagree		0.00%	0
Disagree		0.00%	0
Strongly Disagree		0.00%	0
TOTAL			36

#	COMMENTS:	DATE
1	We always try do what we can especially during outbreak times	10/21/2025 4:46 PM
2	Laura is very nice Housekeeper and is amazing with my sister and her stuff. love how organized housekeeping is.	10/15/2025 4:10 PM

Q3 Your loved one's room is clean and organized

Answered: 35 Skipped: 1



ANSWER CHOICES

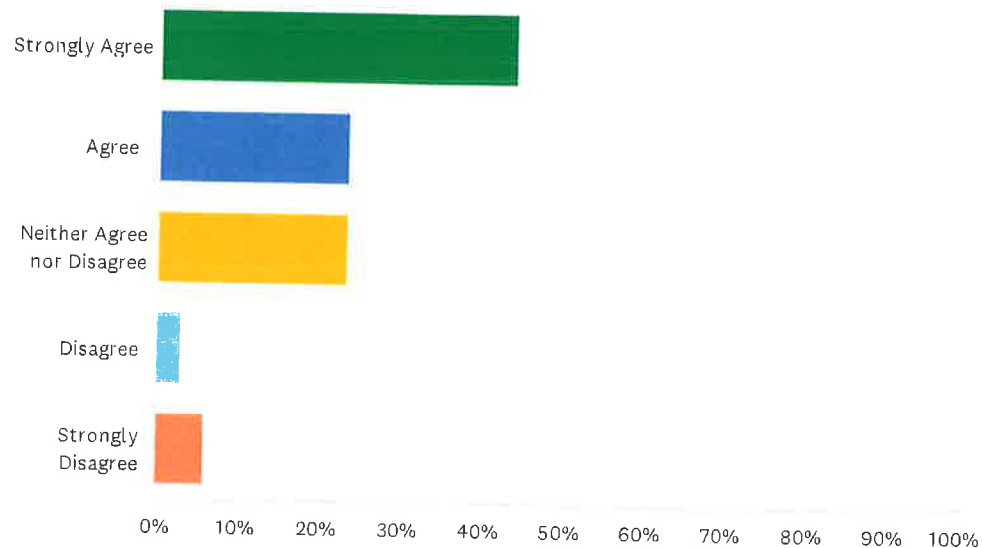
RESPONSES

Strongly Agree	65.71%	23
Agree	25.71%	9
Neither Agree nor Disagree	8.57%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		35

#	COMMENTS:	DATE
1	I organized the room; in general, staff follow this.	10/31/2025 7:00 PM
2	The bathroom sometimes has a very strong scent of urine. Tthe soap dispenser in the bathroom is usually empty.	10/29/2025 8:51 PM
3	Staff always checking cleaning and assisting my mom to keep her room organized and clean	10/23/2025 5:06 PM
4	Mostly good but do find occasionally drawers left open, the bathroom could smell cleaner. Clear sometimes that the staff had to run to another task and have left things.	10/21/2025 2:51 PM
5	Never a problem about cleanliness. Thank you.	10/14/2025 6:51 PM
6	I think a little more attention could be paid to ensuring things in drawers are folded and placed in drawers. I started it but when I check, clothing is sometimes all overturned and mixed up.	10/14/2025 4:10 PM
7	I would like her to have an additional wardrobe if Possible RM 374 :)	10/14/2025 3:05 PM

Q4 I feel the current activities are appropriate for my loved one

Answered: 34 Skipped: 2



ANSWER CHOICES

RESPONSES

Strongly Agree	44.12%	15
Agree	23.53%	8
Neither Agree nor Disagree	23.53%	8
Disagree	2.94%	1
Strongly Disagree	5.88%	2
TOTAL		34

#	COMMENTS:	DATE
1	Hard question as my mom doesn't often participate. Is that because the activity isn't appropriate for her or because she's not inclined to do a particular activity??	10/31/2025 7:00 PM
2	My main concern is that, although the current activity person is kind, she does not truly engage with the dementia residents, which leaves them unstimulated. Since the staff change on my father's unit, the environment feels much more somber, with fewer decorations and less special time spent with residents. When I visit every third day, I often find the unit quiet, with residents snoozing in chairs. During quizzes, I noticed the questions were not simple enough; there were too many choices, leaving most residents unsure how to answer. I feel that Mala's absence is a significant loss to the unit, as it was a much happier place before.	10/29/2025 8:51 PM
3	My mother really enjoys how she is kept so busy and when I can I love to join my mom all staff work so hard t	10/23/2025 5:06 PM
4	He does not seem interested in participating in home activities. However, the special events for residents and family are greatly appreciated and attended by resident and family.	10/22/2025 1:43 PM
5	Queens has not been active at all since Mark left. Tv is not activity!	10/22/2025 12:03 PM
6	incorporate some chair yoga and deep breathing activities could be beneficial	10/22/2025 6:59 AM

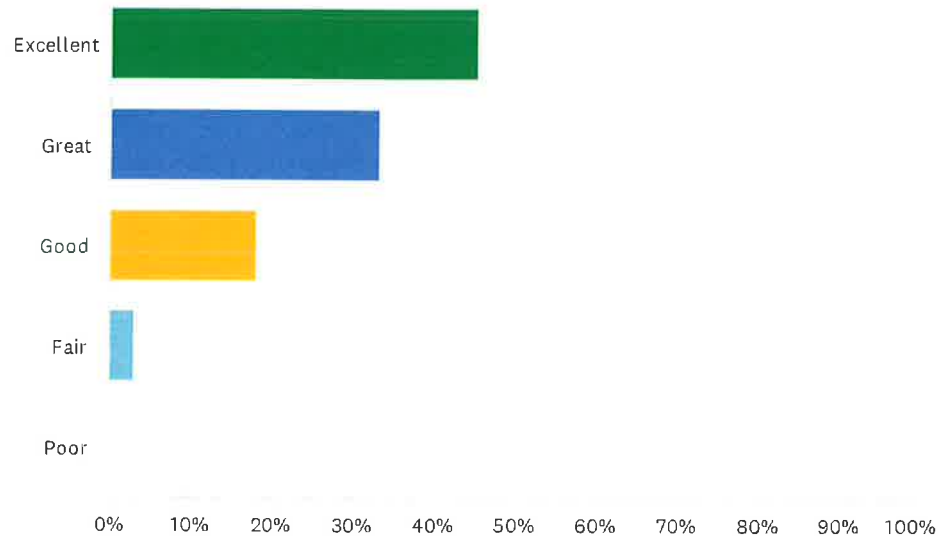
2025 Ottawa Grace Manor Family Satisfaction Survey

SurveyMonkey

7	We need Mark back in Queens. It's been horrific since he left. Tv is not an activity.	10/21/2025 9:35 PM
8	She does not participate due to her condition	10/21/2025 6:51 PM
9	As our sister has gotten stronger she is interested in doing more things (e.g. short outings to see tulips, Christmas lights or shopping	10/21/2025 4:46 PM
10	Glad there is the programming in place. Not enough that is culturally appropriate for my loved one.	10/21/2025 2:51 PM
11	Does not participate at this time.	10/15/2025 4:10 PM
12	He would love some classical music	10/15/2025 10:48 AM
13	Love that there are 5+ life enrichment coordinators at Grace, including weekends and after 5pm.	10/14/2025 6:51 PM

Q5 How well is Grace Manor meeting the Spiritual Care needs of your loved one

Answered: 33 Skipped: 3



ANSWER CHOICES

RESPONSES

Excellent	45.45%	15
Great	33.33%	11
Good	18.18%	6
Fair	3.03%	1
Poor	0.00%	0
TOTAL		33

#	COMMENTS:	DATE
1	My mom enjoys hymn sings and services but I don't know how frequently she's taken to one.	10/31/2025 7:00 PM
2	My father does not really participate	10/29/2025 8:51 PM
3	My mother is very Christian person and always lets me know how much she appreciates all the t	10/23/2025 5:06 PM
4	attentive to my father's catholic faith and participation in activities	10/22/2025 6:59 AM
5	N/A	10/21/2025 6:15 PM
6	As a Catholic it is wonderful that my sister is given holy communion but it would be greatly appreciated if a Mass could be offered occasionally	10/21/2025 4:46 PM
7	The Spiritual Care is great for me and by osmosis for my loved one, even if the loved one never deals with Spiritual Care.	10/21/2025 2:51 PM
8	Always a service and chaplain available. Plus notices are posted telling SDM when we can call.	10/14/2025 6:51 PM

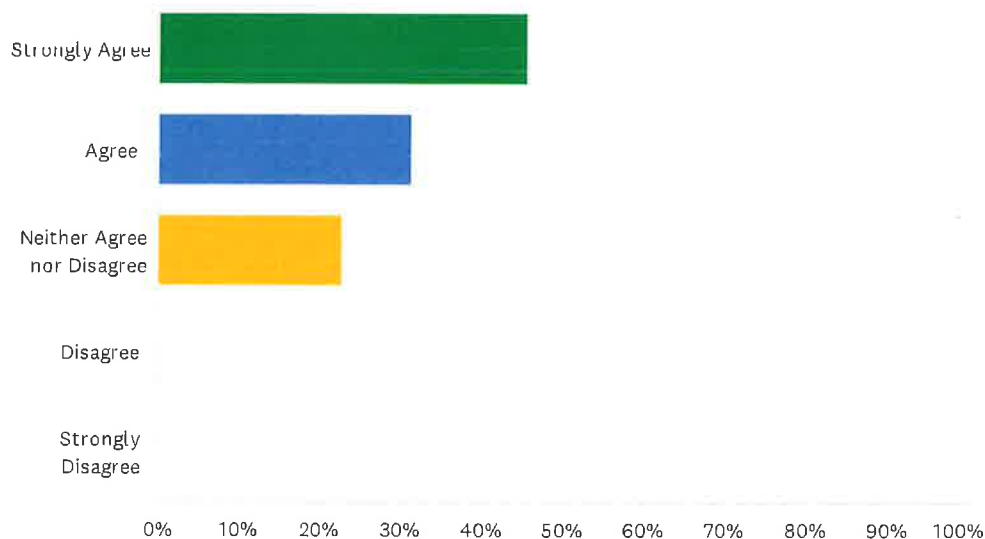
9

My mom has always had a strong faith. Thank you to everyone especially Major Erin for supporting my mom on her journey of faith

10/14/2025 3:16 PM

Q6 The level of volunteer activity in the home is beneficial

Answered: 35 Skipped: 1



ANSWER CHOICES

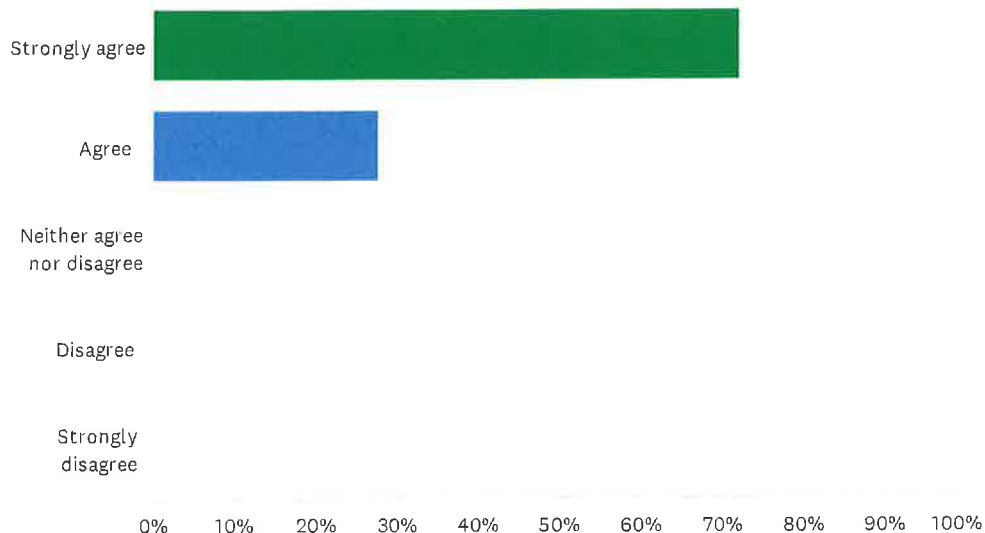
RESPONSES

Strongly Agree	45.71%	16
Agree	31.43%	11
Neither Agree nor Disagree	22.86%	8
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		35

#	COMMENTS:	DATE
1	I have no idea who is a volunteer and who isn't.	10/31/2025 7:00 PM
2	short walks provided by volunteer are helpful	10/22/2025 6:59 AM
3	I hope to do more in the future myself.	10/21/2025 9:35 PM
4	Don't know	10/21/2025 6:15 PM
5	Outside of the communion offering I am not aware of other volunteer interactions	10/21/2025 4:46 PM
6	I havent seen anyone as of yet. But I may be missing them.	10/21/2025 2:22 PM
7	Thank you to volunteers for helping to make residents' lives happier.	10/14/2025 6:51 PM
8	I am not sure who is volunteer or not but I feel that support is good.	10/14/2025 4:10 PM
9	Im not really sure about that	10/14/2025 3:05 PM

Q7 Updates regarding care are communicated in a timely, respectful manner

Answered: 36 Skipped: 0

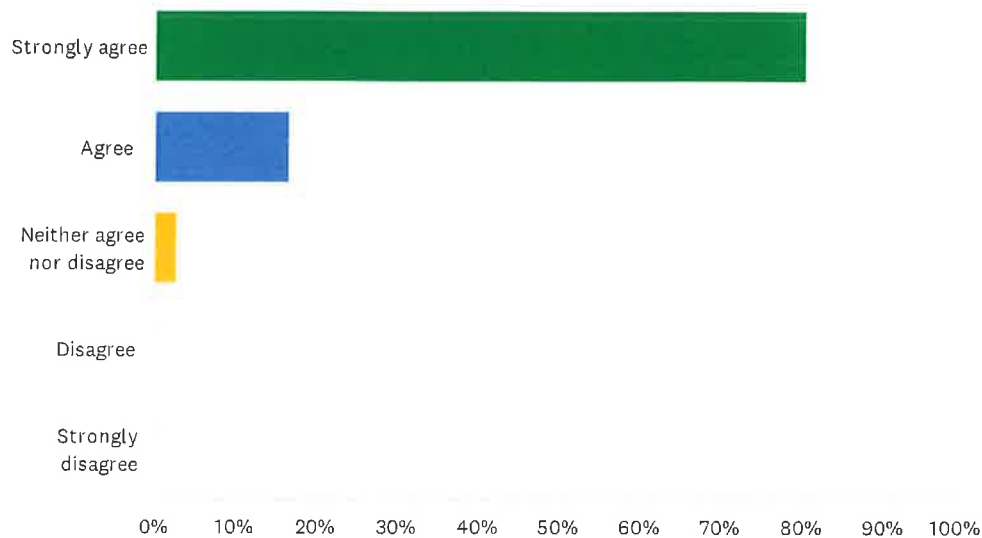


ANSWER CHOICES	RESPONSES	
Strongly agree	72.22%	26
Agree	27.78%	10
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	Everyone does an excellent job at updating me but the PSW's are the best at keeping updated with my dad's care and changes they find with him.	10/29/2025 8:51 PM
2	I would've said strongly agreed, but Mom had a fall Sunday morning around 5 am and I only received a call at 1:15 in the afternoon about it so I was a little bit disheartened find out so late in the day. However, before that everything was perfect.	10/22/2025 12:03 PM
3	We appreciate the annual care plan reviews. Very helpful .	10/21/2025 4:46 PM
4	would love to get an email re medication changes instead of a phone call.	10/18/2025 1:18 PM
5	They are communicated when I ask.	10/15/2025 4:10 PM
6	Emails are sent right away.	10/14/2025 6:51 PM

Q8 The overall quality of care my loved one receives meets my expectations

Answered: 36 Skipped: 0



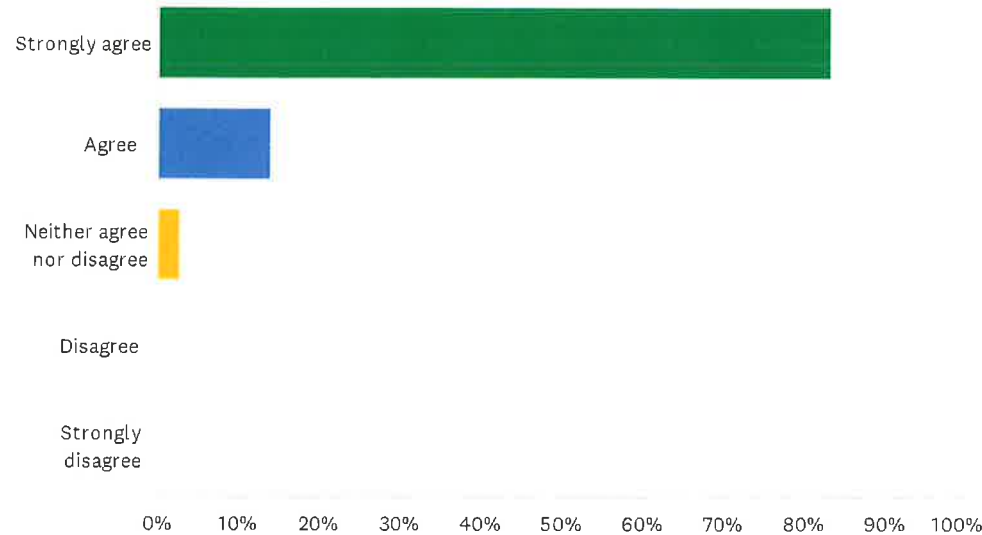
ANSWER CHOICES	RESPONSES	
Strongly agree	80.56%	29
Agree	16.67%	6
Neither agree nor disagree	2.78%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	Everyone at the Grace Manor are amazing and so very caring!	10/29/2025 8:51 PM
2	All the staff and medical staff always keep us updated on my mother and contact us immediately if anything changes with her health or overall well-being	10/23/2025 5:06 PM
3	as his medical needs change, the level of care will need to continue to be reviewed and adapted	10/22/2025 6:59 AM
4	The staff & Dr. Smith are fantastic	10/21/2025 9:35 PM
5	I hesitate between saying agree or strongly agree as many of the staff are very caring and provide wonderful care. However, sometimes a language barrier and/or frequent turnover of staff can create misunderstandings or miscommunication which can affect care levels.	10/21/2025 4:46 PM
6	PSW and RN are always caring.	10/14/2025 6:51 PM
7	I honestly cannot find the words to say that the quality of care is a beyond expectation. Everything is communicated quickly and when it's not an emergency everyone makes sure to	10/14/2025 3:16 PM

tell me. Thank you 🙏

Q9 I feel included and valued in my loved one's circle of care

Answered: 36 Skipped: 0

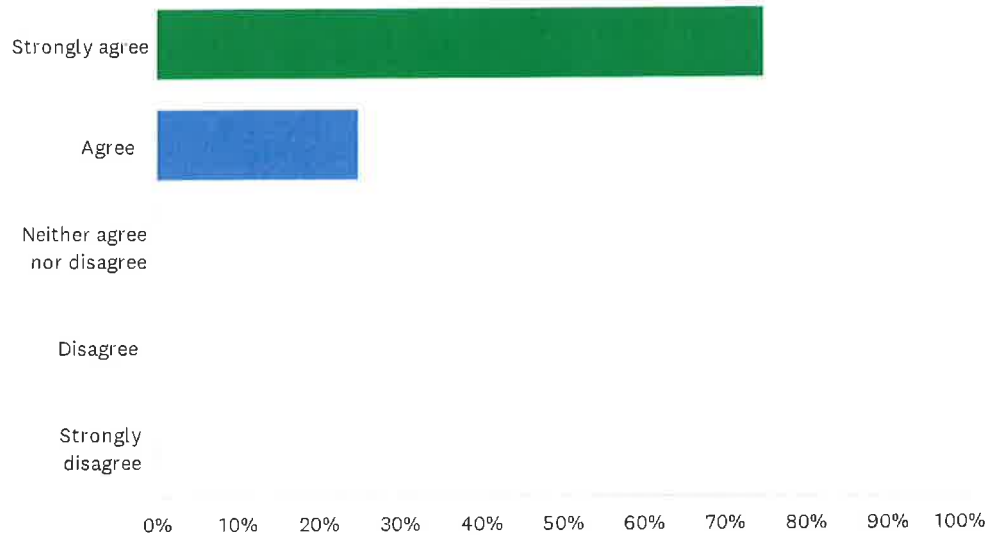


ANSWER CHOICES		RESPONSES	
Strongly agree		83.33%	30
Agree		13.89%	5
Neither agree nor disagree		2.78%	1
Disagree		0.00%	0
Strongly disagree		0.00%	0
TOTAL			36

#	COMMENTS:	DATE
1	I mostly know the 3 to 11 regular staff, for whom I have a great deal if respect. I also know that they value and respect me and my role with my mom.	10/31/2025 7:00 PM
2	We participate in the annual care plans. When there are issues , staff have been very responsive to our concerns.	10/21/2025 4:46 PM
3	they have listened to our suggestions and so far I feel it is working out	10/15/2025 4:10 PM
4	Staff always say hello and tell me any updates when I ask. Thank you.	10/14/2025 6:51 PM

Q10 Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Answered: 36 Skipped: 0

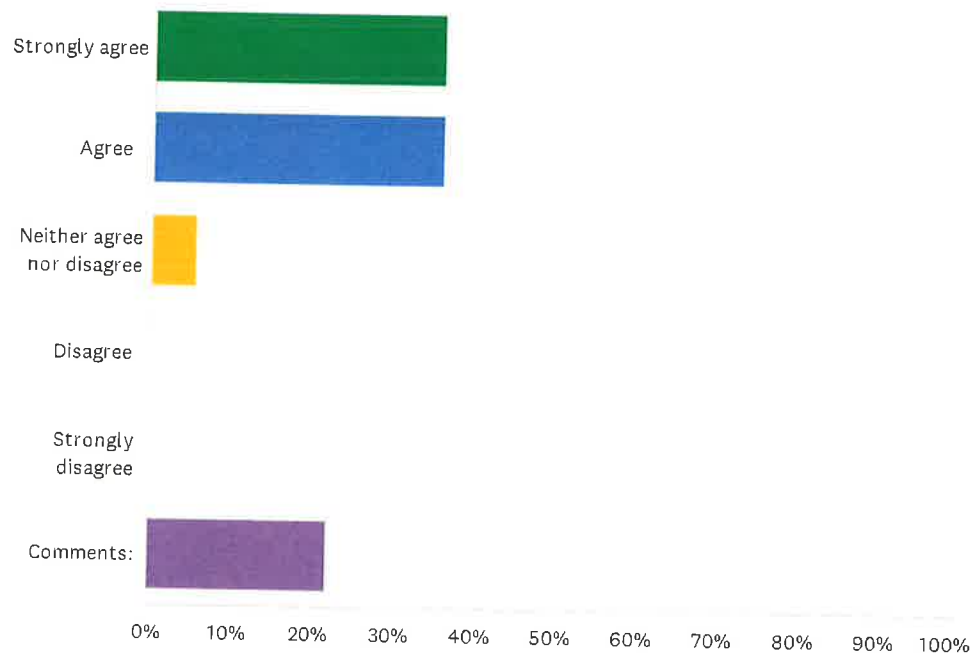


ANSWER CHOICES	RESPONSES	
Strongly agree	75.00%	27
Agree	25.00%	9
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	They are great at communicating with us either by email, calls or in person	10/23/2025 5:06 PM
2	thank you for reminders too.	10/14/2025 6:51 PM

Q11 The dining room is quiet, calm and inviting during meal times

Answered: 36 Skipped: 0



ANSWER CHOICES

RESPONSES

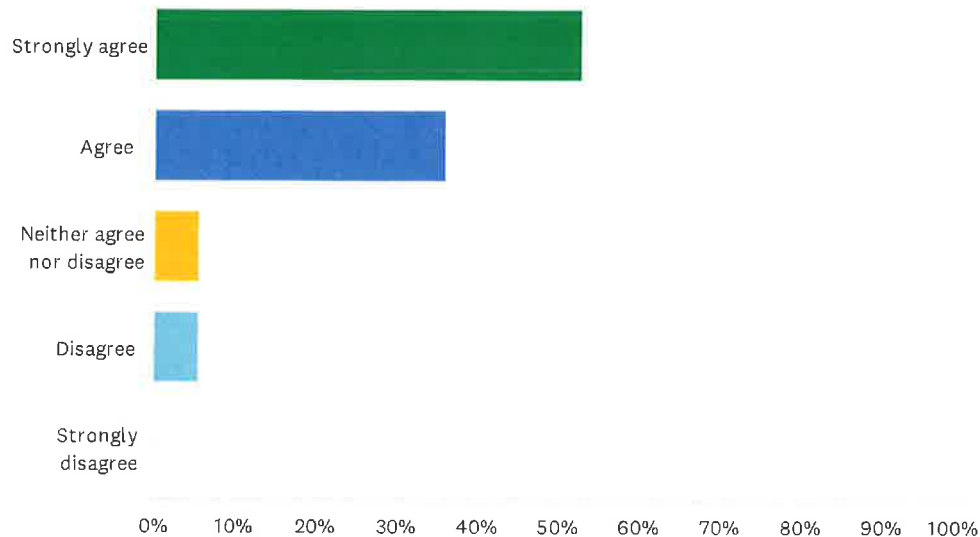
Strongly agree	36.11%	13
Agree	36.11%	13
Neither agree nor disagree	5.56%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Comments:	22.22%	8
TOTAL		36

#	COMMENTS:	DATE
1	As calm as it can be given the particular circumstances of many of the residents in my mom's home area. It's also a busy time for staff with feeding and wandering residents. Given all that, I have no issues, I just wouldn't describe it as quiet and calm.	10/31/2025 7:00 PM
2	On most days.	10/22/2025 1:43 PM
3	Most of the time, but other times it can be a challenge, for residents & staff.	10/22/2025 12:03 PM
4	Generally great however some evenings some residents have there moments. This is out of everyone's control. Great friendly atmosphere which is always appreciated.	10/21/2025 6:51 PM
5	The dining room experience can be quite stressful. There needs to be more appropriate placement of residents who cannot control their behaviour(shouting, unacceptable behaviour). Segregating residents who need help from staff or volunteers to support them due to drooling ,	10/21/2025 4:46 PM

	eating with their fingers would be very much appreciated. i put myself in my loved ones shoe and I would not look forward to eating in the dining room .	
6	This comment has no bearing on the staff as it's dependent upon the mood of the individual residents including my loved one	10/21/2025 2:22 PM
7	they do a great job. its usually busy as they are preparing and delivering the meals to patient, sometimes loud but to be expected.	10/15/2025 4:10 PM
8	Seems to be but I've only been there at the start or end of their meals.	10/14/2025 4:10 PM

Q12 My loved one's nutritional care needs are met

Answered: 36 Skipped: 0



ANSWER CHOICES

RESPONSES

Strongly agree	52.78%	19
Agree	36.11%	13
Neither agree nor disagree	5.56%	2
Disagree	5.56%	2
Strongly disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	There could be increased oversee of resident diet needs or adjustments. For example, some residents should possibly decrease their fat/calorie intake.	10/31/2025 4:19 PM
2	He is very difficult to get interested in food.	10/22/2025 1:43 PM
3	I would like to see the menu's sent to family members if requested.	10/22/2025 12:03 PM
4	But I would like to have the menu issued to the families in an email weekly if that's possible because some of our family members are not able to eat or enjoy some of the items on the menu and we would like to make alternative options for them, and if there's alternative options at the home, that would be lovely to know	10/21/2025 9:35 PM
5	The dietary staff are very open to suggestions and work with the resident and family to provide foods that she can tolerate and enjoy. Special lunches like Swiss Chalet, Chinese food, Pizzas , are so great. It would be nice to offer them more often .	10/21/2025 4:46 PM
6	I would like to see less sugar overall in the snacks provided. And even though my loved one is almost always offered thickened liquids, I am not confident he is getting sufficient fluids at times. Of course, he needs to take some responsibility for that, too.	10/21/2025 4:39 PM

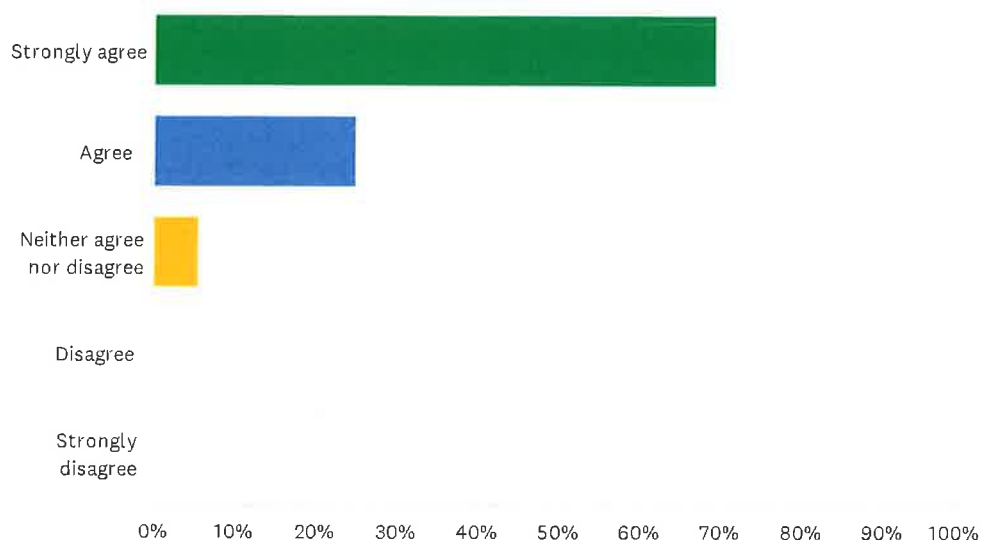
2025 Ottawa Grace Manor Family Satisfaction Survey

SurveyMonkey

7	My father has a strong preference for his favorite cultural food. There seems to be gaps in communication between server staff between shifts or when there are staff filling in at times.	10/21/2025 2:51 PM
8	Ensuring that the residents are able to eat the meal, be it to cut a burger in half, or cut up a cabbage roll for those who are not able to use two hands.	10/21/2025 2:22 PM
9	Judy enjoys picking out her own meals and the staff are great at preparing her coffee and cutting sandwiches, pizza have been extremely patient and helpful	10/15/2025 4:10 PM
10	Thank you for the option of two choices during meal times. Provides that independence.	10/14/2025 6:51 PM

Q13 I feel confident with the care provided from my loved one's in house physician

Answered: 36 Skipped: 0



ANSWER CHOICES

RESPONSES

Strongly agree	69.44%	25
Agree	25.00%	9
Neither agree nor disagree	5.56%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		36

#	COMMENTS:	DATE
1	I'm not sure that I get updated as to all the physician/resident consultations, or what the procedure is to address any questions.	10/31/2025 4:19 PM
2	Dr . Smith is fantastic! Caring, understanding and patient with the residents & families.	10/22/2025 12:03 PM
3	Love Dr Smith.	10/21/2025 9:35 PM
4	Having an in house physician is really important. Thank You	10/21/2025 4:46 PM
5	I have not meet the physician but happy with the decision regarding Judy so far	10/15/2025 4:10 PM
6	Yes, the physican responses to my loved one's requests.	10/14/2025 6:51 PM
7	I dont really hear from the Physician, which is good I suppose :)	10/14/2025 3:05 PM