

**Every Moment Matters - 2024  
Resident Survey**

Prepared for:  
Home Name = Sprucedale



# What is Expected of You

It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



## **READ**

Spend time reviewing your survey results.



## **DISCUSS**

Discuss your results and communication plan with your leader/team and Resident/Family Council.



## **SHARE**

Prepare/facilitate feedback and action planning sessions with your team.



## **CONFIRM**

Debrief your leader on your feedback sessions and action plans.



## **IMPLEMENT**

Incorporate action plans into your business goals to monitor the team's effort and results.

# How To Use This Report

## What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

## What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

## How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

### AGREEMENT RESPONSE OPTIONS

#### 5 Strongly Agree

The employee almost always agrees

#### 4 Agree

The employee agrees with the question, but there is room for improvement

#### 3 Neither Agree Nor Disagree

The employee agrees/ disagrees nearly as often with the question; neutral response

#### 2 Disagree

The employee's expectation of the question is not met the majority of the time

#### 1 Strongly Disagree

The employee's expectation of the question is almost never met

Favorable

Neutral

Unfavorable

# Executive Summary

## Response Rate



My Group

86%

( n=64 )



Overall

87%

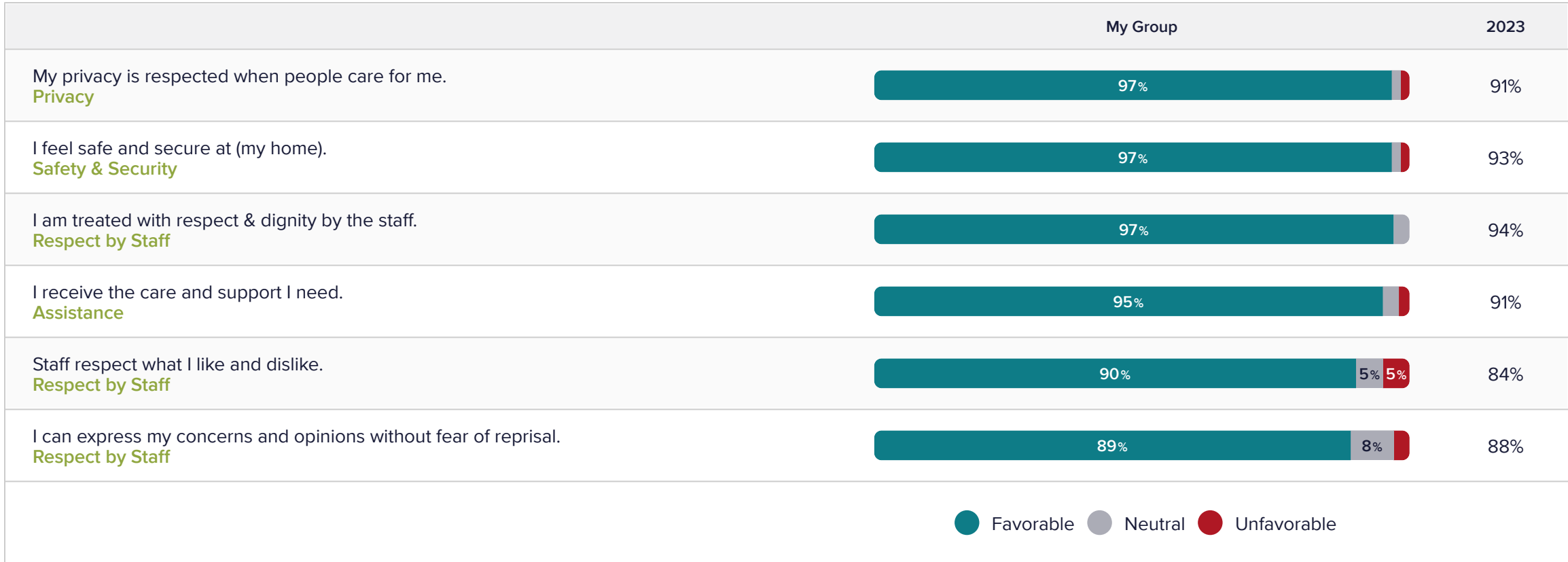
( n=2,743 )

Category Result	My Group	Overall
Privacy	97%	91%
Safety & Security	97%	92%
Personal Relationships	87%	80%
Staff Listening	84%	82%
Comfort	81%	79%
Assistance	81%	82%
Daily Decisions	80%	81%
Staff Responsiveness	79%	79%
Food & Meals	74%	76%
Activities	74%	70%
Personal Funds	62%	66%

Top 3 Scoring Questions	My Group	Overall
1 My privacy is respected when people care for me.	97%	91%
2 I feel safe and secure at (my home).	97%	92%
3 I receive the care and support I need.	95%	92%

Bottom 3 Scoring Questions	My Group	Overall
1 I can access my trust account whenever necessary.	62%	66%
2 I have enjoyable things to do in the evenings & on weekends.	65%	67%
3 I have enough variety in my meals.	65%	76%

# Favorability Report Questions

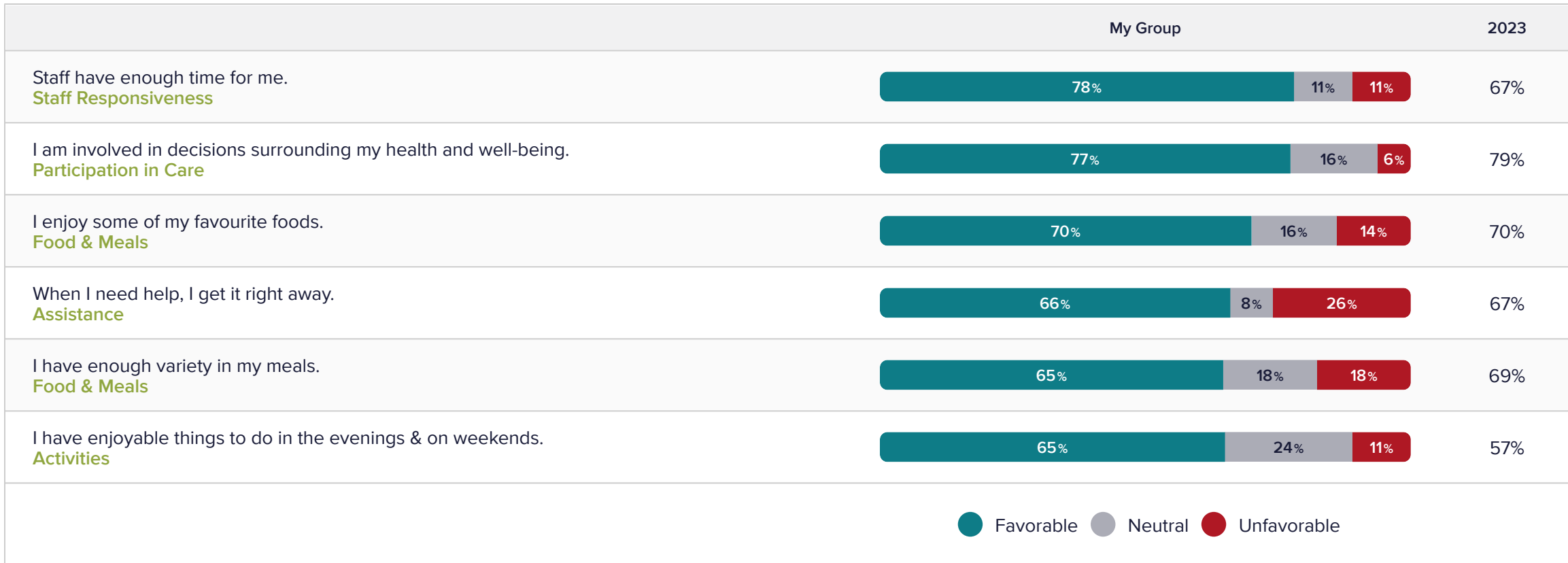


# Favorability Report Questions

	My Group	2023
I have opportunities for friendship at (my home). <b>Personal Relationships</b>		79%
I enjoy mealtimes. <b>Food &amp; Meals</b>		73%
Staff take the time to listen to me. <b>Staff Listening</b>		N/A
I participate in meaningful activities. <b>Activities</b>		80%
I feel at home at (my home). <b>Comfort</b>		82%
Staff take the time to have a friendly conversation with me. <b>Staff Responsiveness</b>		80%

● Favorable   
 ● Neutral   
 ● Unfavorable

# Favorability Report Questions



# Favorability Report Questions

