



2025 Kindera Resident Survey

Prepared for:
home_name = Sprucedale

November 19, 2025



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

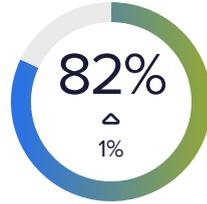
Favorable

Neutral

Unfavorable

Executive Summary

Overall



2024 Responsive Group Customer Survey: 81%

Response Rate



My Group

93%

(n=79)



Overall

91%

(n=2,787)

| Category Result | My Group | Overall |
|---------------------------|----------|---------|
| Privacy | 97% | 91% |
| Safety & Security | 94% | 92% |
| Respect by Staff | 94% | 90% |
| Staff Listening | 90% | 83% |
| Participation in Care | 88% | 81% |
| Comfort | 82% | 81% |
| Assistance | 82% | 82% |
| Personal Relationships | 81% | 81% |
| Daily Decisions | 79% | 82% |
| Food & Meals | 78% | 77% |
| Staff Responsiveness | 76% | 80% |
| Activities | 76% | 73% |
| Personal Funds | 75% | 60% |
| Recommend to Others (NPS) | 62% | 49% |

| 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. | 94% | 92% |
| 3 | I receive the care and support I need. | 92% | 91% |

| Bottom 3 Scoring Questions | | My Group | Overall |
|----------------------------|--|----------|---------|
| 1 | I enjoy some of my favourite foods. | 71% | 74% |
| 2 | When I need help, I get it right away. | 72% | 73% |
| 3 | Staff have enough time for me. | 72% | 77% |

Favorability Report Questions

| | My Group | Overall | 2024 Responsive Group Customer Survey |
|---|------------|---------|---------------------------------------|
| My privacy is respected when people care for me. Privacy | <p>97%</p> | 91% | 97% |
| Staff respect what I like and dislike. Respect by Staff | <p>95%</p> | 89% | 90% |
| I am treated with respect & dignity by the staff. Respect by Staff | <p>95%</p> | 92% | 97% |
| I feel safe and secure at my home. Safety & Security | <p>94%</p> | 92% | 97% |
| I receive the care and support I need. Assistance | <p>92%</p> | 91% | 95% |
| I can express my concerns and opinions without fear of reprisal. Respect by Staff | <p>92%</p> | 88% | 89% |

● Favorable
 ● Neutral
 ● Unfavorable

Favorability Report Questions

| | My Group | Overall | 2024 Responsive Group Customer Survey |
|--|---|---------|---------------------------------------|
| Staff take the time to listen to me. Staff Listening |  | 83% | 84% |
| I am involved in decisions surrounding my health and well-being. Participation in Care |  | 81% | 77% |
| I feel at home at my home. Comfort |  | 81% | 81% |
| I enjoy mealtimes. Food & Meals |  | 80% | 87% |
| I am able to choose the clothes I wear. Daily Decisions |  | 80% | 84% |
| I have opportunities for friendship at my home. Personal Relationships |  | 81% | 87% |

● Favorable
 ● Neutral
 ● Unfavorable

Favorability Report Questions

| | My Group | Overall | 2024 Responsive Group Customer Survey |
|---|----------|---------|---------------------------------------|
| Staff take the time to have a friendly conversation with me. Staff Responsiveness | | 83% | 81% |
| I have enough variety in my meals. Food & Meals | | 76% | 65% |
| I participate in meaningful activities. Activities | | 75% | 84% |
| I am able to wake up and go to sleep at the hour of my choosing. Daily Decisions | | 83% | 76% |
| I can access my trust account whenever necessary. Personal Funds | | 60% | 62% |
| I have enjoyable things to do in the evenings & on weekends. Activities | | 71% | 65% |

● Favorable
 ● Neutral
 ● Unfavorable

Favorability Report Questions

| | My Group | Overall | 2024 Responsive Group Customer Survey |
|---|---|---------|---------------------------------------|
| Staff have enough time for me. Staff Responsiveness |  | 77% | 78% |
| When I need help, I get it right away. Assistance |  | 73% | 66% |
| I enjoy some of my favourite foods. Food & Meals |  | 74% | 70% |
| I would recommend my home to someone in need. (NPS) Recommend to Others (NPS) |  | 49% | 63% |
|  | | | |