



2025 Kindera Resident Survey

Prepared for:
home_name = Cooksville

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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

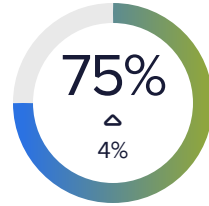
Favorable

Neutral

Unfavorable

Executive Summary

Overall



2024 Responsive Group Customer Survey: 71%

Response Rate



My Group

100%

(n=150)



Overall

91%

(n=2,787)

Category Result	My Group	Overall
Safety & Security	91%	92%
Privacy	91%	91%
Respect by Staff	86%	90%
Staff Listening	83%	83%
Staff Responsiveness	81%	80%
Daily Decisions	80%	82%
Activities	80%	73%
Comfort	79%	81%
Assistance	79%	82%
Food & Meals	74%	77%
Personal Relationships	60%	81%
Participation in Care	59%	81%
Recommend to Others (NPS)	34%	49%
Personal Funds	27%	60%

Top 3 Scoring Questions

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

Bottom 3 Scoring Questions








	My Group	Overall
1 I can access my trust account whenever necessary.	27%	60%
2 I am involved in decisions surrounding my health and well-being.	59%	81%
3 I have opportunities for friendship at my home.	60%	81%

Favorability Report Questions








	My Group	Overall	2024 Responsive Group Customer Survey
I am treated with respect & dignity by the staff. Respect by Staff	<p>93%</p>	92%	89%
My privacy is respected when people care for me. Privacy	<p>91%</p>	91%	95%
I receive the care and support I need. Assistance	<p>91%</p>	91%	92%
I feel safe and secure at my home. Safety & Security	<p>91%</p>	92%	86%
Staff respect what I like and dislike. Respect by Staff	<p>89%</p>	89%	87%
Staff take the time to have a friendly conversation with me. Staff Responsiveness	<p>84%</p>	83%	84%

● Favorable
 ● Neutral
 ● Unfavorable





Favorability Report Questions

	My Group	Overall	2024 Responsive Group Customer Survey
I participate in meaningful activities. Activities		75%	71%
Staff take the time to listen to me. Staff Listening		83%	77%
I am able to wake up and go to sleep at the hour of my choosing. Daily Decisions		83%	79%
I feel at home at my home. Comfort		81%	79%
I enjoy mealtimes. Food & Meals		80%	69%
Staff have enough time for me. Staff Responsiveness		77%	64%
			

Favorability Report Questions

	My Group	Overall	2024 Responsive Group Customer Survey
I am able to choose the clothes I wear. Daily Decisions		80%	78%
I can express my concerns and opinions without fear of reprisal. Respect by Staff		88%	83%
I have enjoyable things to do in the evenings & on weekends. Activities		71%	67%
I have enough variety in my meals. Food & Meals		76%	59%
I enjoy some of my favourite foods. Food & Meals		74%	62%
When I need help, I get it right away. Assistance		73%	49%
			

Favorability Report Questions

	My Group	Overall	2024 Responsive Group Customer Survey
I have opportunities for friendship at my home. Personal Relationships		81%	58%
I am involved in decisions surrounding my health and well-being. Participation in Care		81%	60%
I would recommend my home to someone in need. (NPS) Recommend to Others (NPS)		49%	19%
I can access my trust account whenever necessary. Personal Funds		60%	38%
