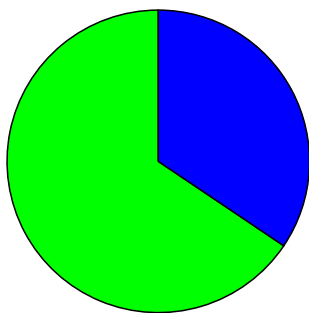


Report Title	Survey Summary Report - Resident Care Questionnaire-11/26/2021
Date Start	11/26/2021
Date End	12/17/2021
Recorded by	Melanie Archer
Home Name	River Glen Haven

Survey Status:



■ Not Submitted: 40 (65.57%)
■ Submitted: 21 (34.43%)
 Total Invites: 61

Survey Detail

1. As a family member, I am kept informed regarding any changes in my relative's condition.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.33					

2. As a family member, I feel involved and supported in the decisions made for the care that my relative receives.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.1					

3. I know the name of the physician overseeing the care of my family member.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.19					

4. I am happy with the care the attending physician is providing to my relative.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.52					

5. The nursing and care staff meet my relative's needs.

Answer	Respondent	Ratings	1	2	3	4	5

Date Printed:12/20/2021
 Prepared by: Surge learning Inc.



	ent		
	21	4.05	

6. Staff is respectful of resident’s dignity when giving care.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.05					

7. I feel confident that staff is available to respond to my relative’s needs.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.86					

8. There is an adequate number of PSW’s to keep my relative well groomed and in good hygiene.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.9					

9. My relative is encouraged to do as much as possible for themselves.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.76					

10. The topic of Do Not Resuscitate has been discussed with me by the physician and nursing staff and a decision has been made.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4					

11. I am aware and pleased with the walking and physiotherapy programs in place in the home to meet my relative’s needs. Please rate the following on scale of 1 to 5

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.1					

12. Recreational activities, outings and social events are enjoyed by my relative.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.57					

13. The recreation staff ask my family member or myself for activity ideas/interests.

Answer	Respondent	Ratings	1	2	3	4	5

Date Printed:12/20/2021
Prepared by: Surge learning Inc.



	21	3.43	
--	-----------	-------------	--

14. My relative is happy with the activities that are available to them.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.52					

15. There are services available to meet the spiritual needs of my relative.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.62					

16. My relative's spirituality / faith and culture are respected.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.67					

17. I am aware of the Family Council and its function.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.9					

18. The dietary department responds appropriately to family requests for dietary changes.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.76					

19. The meals are provided in a pleasurable dining area that encourages safety and social interaction.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.86					

20. My relative is happy with the choices on the menu.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.62					

21. My relative is happy with the portion size of their meals.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.9					

Date Printed:12/20/2021
Prepared by: Surge learning Inc.



22. My relative is happy with the flavour of their meals.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.71					

23. My relative is happy with the presentation of their meals.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.67					

24. My relative is happy with the temperature of their meals.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.67					

25. The housekeeping meets cleanliness requirements.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.33					

26. My relative's room is kept clean.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.24					

27. The communal areas (lounge, dining area, patio) are kept clean and are well maintained.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.14					

28. Unpleasant odours are controlled in the home.

Answer	Respondent	Ratings	1	2	3	4	5
	21	4.1					

29. I am happy with the laundry arrangements for my relative's clothing and bedding.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.95					

30. I am aware of the procedure of having new clothing labeled.

Answer	Respondent	Ratings	1	2	3	4	5

Date Printed:12/20/2021
 Prepared by: Surge learning Inc.



	21	4.05	
--	-----------	-------------	--

31. Given the age of the home, the general repair and upkeep is well maintained by the Maintenance department.

Answer	Respondent	Ratings	1	2	3	4	5
	21	3.86					

32. Would you recommend this home to others? Why or why not?

Answer
No, there are more modern facilities that are worth waiting for.
I would NEVER recommended this home to anyone in this world. I have had a horrible experience with this home and wish I could remove my Mother. It is dirty, the food is horrible, there is no communication between staff and head nurses. One nurse does not know what the other did or even aware of some of the things going on. I never receive calls back after they say they will check into it. Bladder infections are left to the point of no return. 10 days is way too long and hospitalization was required. Her feet were never looked after even though they are seen when bathing, her skin is so cracked that it got infected, the walls are dirty, bugs on the floor, no phsyio, haircuts, dentist and on and on and on. When nurses call to explain medical issues, I can 't understands what they are saying.I am utterly disgusted with this home. The food is cold, it tasted like dog food and looked worse. Staff have been abusive and have been reported, medication has been given that is not for my Mother.....it never ends. I know my Mother is difficult at this point, but she was not always this way.
Rooms are too small for residents in ward rooms. Lack of communal space and personal space for general rooms. Floors look too much like a hospital to really feel like home. Rooms are needing a good painting and some colour and decoration.
I would actually. I had only one positive recommendation but from a family who had many years with River Glen Haven. I am very pleased with our experience to date.
Yes
Yes, from what I've seen, the care of the residents is important to this facility.
The building is old but the staff appear to be caring. The building is kept quite clean.
Yes, because of all the staff and the pride and professionalism they provide to the care my love one
No, I understand due to covid there are many restrictions but people allowed to come into your room, take your stuff, bother you whenever is not acceptable. There is no peace to sleep or read. No privacy.
Yes because of the psws
Yes
Yes - although building is old the standard of care, communication with family and the staff are excellent
Yes because of PSW care.
No Comment
Absolutely! Without any hesitation at all. All staff are friendly, kind, considerate, respectful and

Date Printed:12/20/2021
 Prepared by: Surge learning Inc.



treat the Residents as if family of their own. They are never too busy to stop, kneel down and speak with Residents. It is so nice to see the COO(Jordan) in the facility on a regular basis not just for administrative reasons, but visiting the different floors and interacting with the Residents. He knows them by name and takes time to show he cares. So special!! There is a “home” feeling to the Residence. I love their Zero tolerance policy on abuse and as a family member directly involved with this, I was impressed with the transparency, handling of the investigation, action plan with consequences and the communication received throughout the process. Kudos to all staff involved!!

Caring staff.

33. What aspects of the Home most impress you?

Answer
The staff
Rhonda Corocoran and that is it!
Staff are amazing!
The staff seem both caring and skilled. As well as the covid requirements.
Clean
Updates on my loved one and the care provided
Caring staff
The staff. They truly do care about the residence at the home.
The nurses and staff very nice and always working
The compassion of the PSWs and LPNs
Clean
Care of residents, cleanliness of home, friendliness and quality of staff.
Staff.
The staff is willing to always answer my questions etc.
Staff are in tune with the Residence needs, both physical and emotional and adapt accordingly. Residents rights/care are first and foremost. Respect, care and compassion are witnessed continually throughout the home. Although the home is very old, it is kept clean, well-maintained and there are never unpleasant smells in the home proving physical attention to Residents is met on a timely basis. The Staff are always happy to help you with any requests and never hesitate to answer questions or direct you to the appropriate person. Floor RPN's are excellent in reporting the smallest body injury(bruise or skin tear to falling) and report on the action plan taken and outcome. They are always kind, understanding and respectful of family members concerns/questions and follow-up is done in a timely fashion.
Kind and friendly staff.

34. What additional suggestions do you have with regard to improvement of the Home or improvement of the quality and type of care provided?

Answer
Total renovation required to eliminate the clutter

Date Printed:12/20/2021
 Prepared by: Surge learning Inc.



Better room set up for those in ward spaces. More communal hangout spaces Make home look less like a hospital
That quality of life is of most importance.
I think more could be done to aid in the mobility of residents. Even sitting in a wheelchair, residents could be encouraged to exercise their arms and legs to stimulate blood flow.
I have nothing in the hallway to prevent better access for the residents to get up and down. Move the hampers out of the way.
People should be allowed privacy and not bothered by others wondering around and taking people's personal things and waking them up. The resident should not have to deal with that. This was suppose to be a Happy peaceful home for long term care?
Consistency in FaceTime visits with my mother. I live out of province and schedule a FaceTime visit has been beyond frustrating.
Bus rides for the immobile to be able to get out of the home when public health deems it safe
We get emails from the admin team but if I respond to it I never get an email back.
Quite happy with the Home in General
Would like to see the Agency staff(although some are long-term) hired on as permanent staff. Perhaps snacks could include a protein and fruit snack, like cheese/crackers or fruit cups/fresh fruit(based on dietary needs). Until the new Residence is built, some fresh paint in the common areas to brighten up the facility, some new drapes/furniture which could also be used in the new Residence.

35. In 2021, the Family Council organized two Education sessions (End of Life Care, Estate Planning). To assist with planning for 2022, please list some topics you would like to see presented and whether you prefer daytime or evening sessions.

Answer
evening
Dealing with loved ones with dementia and different stages of memory loss
That Both wishes are respected
What is happening in LTC Course on CPR How do you care for your love one in LTC and what to expect
Programs for low income seniors to help with eyeglasses ,foot care or burial
Geriatrics and Behavioural specialists, Physiotherapy in Geriatrics, MOH session re:Covid in LTC facilities-lockdowns/emotional damage. Repeat on the Dementia/Alzheimer's session,
Daytime.

36. If you have any additional comments please feel free to enter them in this space.

Answer
While we're waiting to move to the new building a fresh coat of paint for the first floor would be lovely
Some of the residents wander around into other rooms including my mother's. I have answered alot of the questions at a level 3 as my Mom is in a wheelchair and does not speak or move

Date Printed:12/20/2021
 Prepared by: Surge learning Inc.



herself about.

As I am entering this from a paper version provided to Gloria I will list her comments as they appeared. In response to: 5) Please make sure Leanne has juice to drink when taking pills. I have been there when they bring pills & no drink. Included Dec 6th 2021 she came with no drink, I mentioned this and she went and got Leanne a drink. ow many times does this happen? 6)Sometimes she has no bra or halter top (sports bra) under her top. 7) Hopefully, most are really nice 8) Her hair usually looks nice. 10) Gloria noted that she was unsure. I spoke to her on the phone to make sure I understood her comment and she doesn't think this was ever discussed with her. 11) Leanne needs to be reminded to walk etc., she NEEDS to 13) Not really 17) Goria had noted "not really" on her survey, when I asked her to expand she indicated that she had no idea about Family Council 26)Sometimes the bed is not made, but most times 28) Not always 29) Not really, at least once a week find clothing on floor in closet or someone elses clothes in her closet

River Glen Haven is a warm, caring facility with a special administrative team, medical team and support staff, who go the extra mile with the Residents each and every day. They deserve the new facility with its additional space, specialized rooms and new equipment. Our RG staff will be able to soar to new heights and I hope I am able to see them in their new Residence!!!

37. It is our policy to follow up on indicated areas of concern. If you wish to be contacted to address your above concerns or comments, please enter your name and contact number in this space.

Answer
All good
Laurel Purghart 604-428-1380 lpmac65@gmail.com
Rod Beswick 905-722-9443
Gloria Blanchard Gloria Blanchard does not have a computer. She was provided with a paper version of the Survey. She did not complete all questions, as such I called her and asked her to provide me with her own answers as it would automatically revert to 3. Those answers have been highlighted in pink so as to be transparent in the reporting of this survey. The paper copy will be turned into the Recreation Department
Barb Watts 905-252-0687