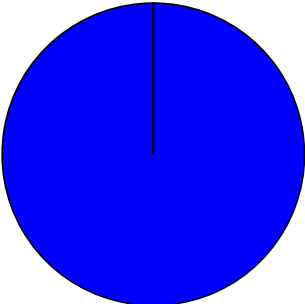


Report Title	Survey Summary Report - Resident/Family Satisfaction Survey 2025
Date Start	05/28/2025
Date End	09/30/2025
Processed by	
Home Name	Fairfield Park
Survey Status:  Not Submitted: 0 (0%) Submitted: 91 (100%) Total Invites: 91	

Survey Detail

1. ADMISSION: Being courteous and showing concern for your feelings and comfort.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	44	91	48.35%					
Good	33	91	36.26%					
Average	11	91	12.09%					
Poor	1	91	1.1%					
Do not know	3	91	3.3%					

2. ADMISSION: Keeping the admission process efficient.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	37	91	40.66%					
Good	41	91	45.05%					
Average	7	91	7.69%					
Poor	1	91	1.1%					
Do not know	5	91	5.49%					

3. ADMISSION: Answering questions & providing you with necessary information.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	38	91	41.76%					
Good	36	91	39.56%					

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Average	9	91	9.89%	
Poor	4	91	4.4%	
Do not know	3	91	3.3%	

4. DAILY CARE: Explaining procedures to you.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	44	91	48.35%					
Good	32	91	35.16%					
Average	8	91	8.79%					
Poor	3	91	3.3%					
Do not know	3	91	3.3%					

5. DAILY CARE: Providing assistance when you need it/ supportive of your needs.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	32	91	35.16%					
Good	43	91	47.25%					
Average	11	91	12.09%					
Poor	2	91	2.2%					
Do not know	3	91	3.3%					

6. DAILY CARE: Being courteous.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	36	91	39.56%					
Good	36	91	39.56%					
Average	14	91	15.38%					
Poor	1	91	1.1%					
Do not know	2	91	2.2%					

7. DAILY CARE: Respecting your privacy.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	40	91	43.96%					
Good	36	91	39.56%					
Average	10	91	10.99%					
Poor	3	91	3.3%					
Do not know	2	91	2.2%					

8. DAILY CARE: Involving you in making decisions about your care.

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Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	36	91	39.56%					
Good	39	91	42.86%					
Average	9	91	9.89%					
Poor	3	91	3.3%					
Do not know	3	91	3.3%					

9. DAILY CARE: Answering your call light promptly & ensuring help is provided.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	24	91	26.37%					
Good	38	91	41.76%					
Average	12	91	13.19%					
Poor	5	91	5.49%					
Do not know	9	91	9.89%					

10. DAILY CARE: Staff clearly identify themselves (name tags).

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	39	91	42.86%					
Good	31	91	34.07%					
Average	16	91	17.58%					
Poor	1	91	1.1%					
Do not know	4	91	4.4%					

11. DAILY CARE: Ensuring help is readily available to assist at meal times.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	39	91	42.86%					
Good	26	91	28.57%					
Average	10	91	10.99%					
Poor	2	91	2.2%					
Do not know	14	91	15.38%					

12. DAILY CARE: Keeping you well-groomed (hair clean, nails trimmed, shaved, clean shaved, ect.).

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	27	91	29.67%					
Good	47	91	51.65%					
Average	9	91	9.89%					
Poor	0	91	0%					

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Do not know	9	91	9.89%	
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13. DAILY CARE: Communicating information to you following incident you were involved in (i.e. fall).

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	42	91	46.15%					
Good	34	91	37.36%					
Average	2	91	2.2%					
Poor	4	91	4.4%					
Do not know	10	91	10.99%					

14. DAILY CARE: Products used for continence care.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	35	91	38.46%					
Good	42	91	46.15%					
Average	5	91	5.49%					
Poor	3	91	3.3%					
Do not know	7	91	7.69%					

15. DAILY CARE: Provision of care by physician.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	27	91	29.67%					
Good	30	91	32.97%					
Average	12	91	13.19%					
Poor	15	91	16.48%					
Do not know	8	91	8.79%					

16. DAILY CARE: Providing restorative & physiotherapy care services.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	21	91	23.08%					
Good	49	91	53.85%					
Average	9	91	9.89%					
Poor	1	91	1.1%					
Do not know	11	91	12.09%					

17. ENVIRONMENT: Keeping your room clean.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	42	91	46.15%					

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Good	38	91	41.76%	
Average	8	91	8.79%	
Poor	2	91	2.2%	
Do not know	2	91	2.2%	

18. ENVIRONMENT: Controlling odours within the home.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	21	91	23.08%					
Good	48	91	52.75%					
Average	19	91	20.88%					
Poor	2	91	2.2%					
Do not know	2	91	2.2%					

19. ENVIRONMENT: Keeping your room temperature comfortable.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	29	91	31.87%					
Good	33	91	36.26%					
Average	22	91	24.18%					
Poor	5	91	5.49%					
Do not know	1	91	1.1%					

20. ENVIRONMENT: Keeping your clothing clean & wrinkle free.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	40	91	43.96%					
Good	43	91	47.25%					
Average	4	91	4.4%					
Poor	3	91	3.3%					
Do not know	2	91	2.2%					

21. ENVIRONMENT: Returning laundered clothing in a timely fashion.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	32	91	35.16%					
Good	36	91	39.56%					
Average	13	91	14.29%					
Poor	4	91	4.4%					
Do not know	5	91	5.49%					

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22. ENVIRONMENT: Completing repairs requested in a suitable time.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	30	91	32.97%					
Good	28	91	30.77%					
Average	9	91	9.89%					
Poor	2	91	2.2%					
Do not know	22	91	24.18%					

23. ENVIRONMENT: Controlling the noise in the Home - during the day.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	26	91	28.57%					
Good	37	91	40.66%					
Average	17	91	18.68%					
Poor	4	91	4.4%					
Do not know	8	91	8.79%					

24. ENVIRONMENT: Controlling the noise in the Home - during the evening.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	20	91	21.98%					
Good	36	91	39.56%					
Average	14	91	15.38%					
Poor	6	91	6.59%					
Do not know	16	91	17.58%					

25. ENVIRONMENT: Controlling the noise in the Home - during the night.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	26	91	28.57%					
Good	28	91	30.77%					
Average	12	91	13.19%					
Poor	4	91	4.4%					
Do not know	23	91	25.27%					

26. DIETARY/FOOD SERVICE: Providing attractive meals regardless of diet.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	25	91	27.47%					
Good	45	91	49.45%					

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Average	14	91	15.38%	
Poor	3	91	3.3%	
Do not know	4	91	4.4%	

27. DIETARY/FOOD SERVICE: Temperature of food & beverages are acceptable.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	23	91	25.27%					
Good	43	91	47.25%					
Average	12	91	13.19%					
Poor	4	91	4.4%					
Do not know	9	91	9.89%					

28. DIETARY/FOOD SERVICE: Offering a variety of foods.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	20	91	21.98%					
Good	47	91	51.65%					
Average	14	91	15.38%					
Poor	5	91	5.49%					
Do not know	6	91	6.59%					

29. DIETARY/FOOD SERVICE: Availability of fluids on a regular basis.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	41	91	45.05%					
Good	40	91	43.96%					
Average	7	91	7.69%					
Poor	0	91	0%					
Do not know	2	91	2.2%					

30. DIETARY/FOOD SERVICE: Ability to accommodate special request in a timely fashion.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	29	91	31.87%					
Good	37	91	40.66%					
Average	10	91	10.99%					
Poor	1	91	1.1%					
Do not know	15	91	16.48%					

31. ACTIVITIES: Providing a variety of activity programs indoor and outdoor.

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Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	18	91	19.78%					
Good	58	91	63.74%					
Average	5	91	5.49%					
Poor	0	91	0%					
Do not know	11	91	12.09%					

32. ACTIVITIES: Providing activities that meet the resident's needs, while respecting personal decisions.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	38	91	41.76%					
Good	41	91	45.05%					
Average	3	91	3.3%					
Poor	0	91	0%					
Do not know	10	91	10.99%					

33. ACTIVITIES: Providing spiritual services & pastoral care to meet holistic needs

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	25	91	27.47%					
Good	35	91	38.46%					
Average	6	91	6.59%					
Poor	0	91	0%					
Do not know	25	91	27.47%					

34. ACTIVITIES: Providing special resident outings.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	27	91	29.67%					
Good	35	91	38.46%					
Average	4	91	4.4%					
Poor	1	91	1.1%					
Do not know	25	91	27.47%					

35. ACTIVITIES: Providing personal support to residents.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	28	91	30.77%					
Good	46	91	50.55%					
Average	3	91	3.3%					

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Poor	0	91	0%	
Do not know	15	91	16.48%	

36. ACTIVITIES: Providing special family events.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	28	91	30.77%					
Good	39	91	42.86%					
Average	3	91	3.3%					
Poor	0	91	0%					
Do not know	20	91	21.98%					

37. RESIDENT MULTIDISCIPLINARY CARE CONFERENCE: Have you attended a resident care conference?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	32	91	35.16%					
No	52	91	57.14%					
Do not know	7	91	7.69%					

38. RESIDENT MULTIDISCIPLINARY CARE CONFERENCE: How beneficial was the conferences to you?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	91	8.79%					
Good	16	91	17.58%					
Average	10	91	10.99%					
Poor	0	91	0%					
Do not know	47	91	51.65%					

39. RESIDENT MULTIDISCIPLINARY CARE CONFERENCE: How well were your concerns addressed?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	91	7.69%					
Good	19	91	20.88%					
Average	13	91	14.29%					
Poor	1	91	1.1%					
Do not know	43	91	47.25%					

40. PALLIATIVE CARE/END OF LIFE: Providing support to residents & family as needed based on plan of care, values, beliefs and practices.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	9	91	9.89%					

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Good	10	91	10.99%	
Average	1	91	1.1%	
Poor	0	91	0%	
Do not know	65	91	71.43%	

41. PALLIATIVE CARE/END OF LIFE: Providing information regarding availability of Palliative Care Volunteers who provide company when needed.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	91	6.59%					
Good	8	91	8.79%					
Average	1	91	1.1%					
Poor	1	91	1.1%					
Do not know	66	91	72.53%					

42. PALLIATIVE CARE/END OF LIFE: Availability of refreshments & snacks.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	91	5.49%					
Good	10	91	10.99%					
Average	0	91	0%					
Poor	0	91	0%					
Do not know	70	91	76.92%					

43. PALLIATIVE CARE/END OF LIFE: Keeping you aware of the change in condition of your loved one.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	91	5.49%					
Good	10	91	10.99%					
Average	0	91	0%					
Poor	1	91	1.1%					
Do not know	69	91	75.82%					

44. PALLIATIVE CARE/END OF LIFE: Answering questions you may have had.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	91	5.49%					
Good	10	91	10.99%					
Average	0	91	0%					
Poor	0	91	0%					
Do not know	70	91	76.92%					

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45. PALLIATIVE CARE/END OF LIFE: Meeting your spiritual & emotional needs.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	91	7.69%					
Good	8	91	8.79%					
Average	1	91	1.1%					
Poor	0	91	0%					
Do not know	69	91	75.82%					

46. PALLIATIVE CARE/END OF LIFE: Did your loved one appear comfortable?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	3	91	3.3%					
Good	9	91	9.89%					
Average	0	91	0%					
Poor	0	91	0%					
Do not know	72	91	79.12%					

47. GENERAL: Answering phone calls promptly and pleasantly.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	29	91	31.87%					
Good	30	91	32.97%					
Average	6	91	6.59%					
Poor	1	91	1.1%					
Do not know	27	91	29.67%					

48. GENERAL: Employees conduct themselves in a professional manner.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	37	91	40.66%					
Good	39	91	42.86%					
Average	14	91	15.38%					
Poor	1	91	1.1%					
Do not know	1	91	1.1%					

49. GENERAL: Please rate the care you "expect" to receive.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	45	91	49.45%					
Good	45	91	49.45%					

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Average	4	91	4.4%	
Poor	0	91	0%	
Do not know	1	91	1.1%	

50. GENERAL: Please rate the care you feel you have received.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	37	91	40.66%					
Good	50	91	54.95%					
Average	5	91	5.49%					
Poor	0	91	0%					
Do not know	1	91	1.1%					

51. a. GENERAL: Would you recommend Fairfield Park to others?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	84	91	92.31%					
No	8	91	8.79%					

52. b. GENERAL: Please identify why:

Answer

53. GENERAL: What number from 1-10 would you rate staff listen to you?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
1 (Least)	0	91	0%					
2	1	91	1.1%					
3	3	91	3.3%					
4	0	91	0%					
5	9	91	9.89%					
6	2	91	2.2%					
7	11	91	12.09%					
8	11	91	12.09%					
9	24	91	26.37%					
10 (Best)	32	91	35.16%					

54. GENERAL: I can express my opinion without fear of consequences.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Never	10	91	10.99%					
Rarely	2	91	2.2%					

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Sometimes	9	91	9.89%	
Most of the Time	16	91	17.58%	
Always	47	91	51.65%	
Do not know	3	91	3.3%	
Refused	0	91	0%	
No response	2	91	2.2%	

55. GENERAL: Are you satisfied with the level of involvement in your (or loved one's) care and treatment planning?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	86	91	94.51%					
No	4	91	4.4%					

56. GENERAL: Do you feel like your personal wishes, beliefs and culture are respected and valued??

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	86	91	94.51%					
No	5	91	5.49%					

57. GENERAL: What do we do well?

Answer

58. GENERAL: What can we improve?

Answer

59. Resident's or Family Member's Name (optional):

Answer

60. As part of our Quality Management Program, we would like to be able to contact you to discuss any services you have ranked poor. Would you be agreeable to the Home contacting you to discuss your concerns mentioned above further?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	38	91	41.76%					
No	34	91	37.36%					

61. If yes, please write your name & contact number:

Answer
