

RESIDENT & FAMILY SURVEY – FEEDBACK DOCUMENT

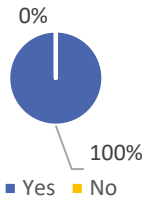
SITE: Dodd's Lake – 21 responses out of 32 units March 2023

1. I Enjoy living here

Celebrating Success

What we've learned

What we are doing



I enjoy living here and appreciate everyone.

Tenants enjoy our building and the friendships they have made

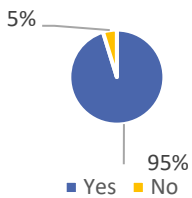
We will continue to provide a safe and clean building for the tenants to enjoy

2. I live in a safe and secure environment

Celebrating Success

What we've learned

What we are doing



Most tenants feel the building is safe and secure

The front door to building seems to be propped open sometimes

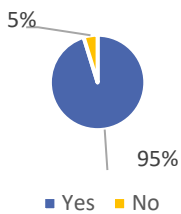
We will work with the tenants to help them understand that propping the door can lead to a serious security risk

3. Staff Members respond to my questions and concerns

Celebrating Success

What we've learned

What we are doing



Tenants feel like staff respond to their questions and concerns.

Tenants would like management on site more often

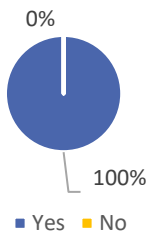
We will continue to work with the tenants to help them understand that this is an independent site and though they are used to management being there everyday in the past, that wasn't a norm.

4. I am treated with respect when speaking to staff

Celebrating Success

What we've learned

What we are doing



Tenants feel respected when speaking to staff

Tenants feel like all our staff treat them well when an issue comes up

We will continue to ensure all tenants are treated with respect.

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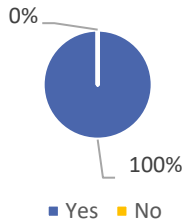
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5. My friends and family are welcome here

Celebrating Success

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Tenants feel like family and friends are welcome in the building

Since covid its important that tenants feel they can now extend invites to their loved ones to come for a visit

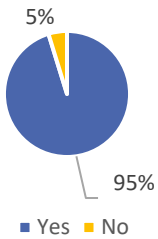
We will continue to communicate with tenants so encourage more visits.

6. I am happy with the cleanliness of the common areas (if applicable)

Celebrating Success

What we've learned

What we are doing



Tenants feel housekeeping does a great job

The cleaning products used in the hallways are streaky

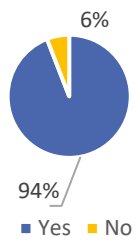
We will continue to find better solutions for floor cleaners to ensure the floors look better going forward

7. My building and grounds are well maintained

Celebrating Success

What we've learned

What we are doing



Tenants feel like the building and grounds are kept well

Its important we keep up with the maintenance of the building and grounds to ensure tenants are able to enjoy their home

We will continue to work with maintenance as well as get the EOI done to hire a contractor to help with the grounds.

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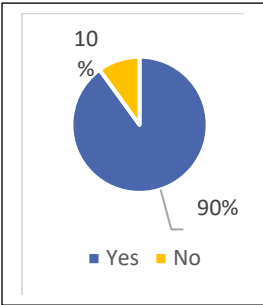
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8. I have access to information about additional supports if needed (Home Care, Meals on wheels)

Celebrating Success

What we’ve learned

What we are doing



All the information is here, someone in the building usually has all that they need

Tenants are very independent in this building but still require information if needed

We will continue to provide handouts and information as required.