

## Summary Report

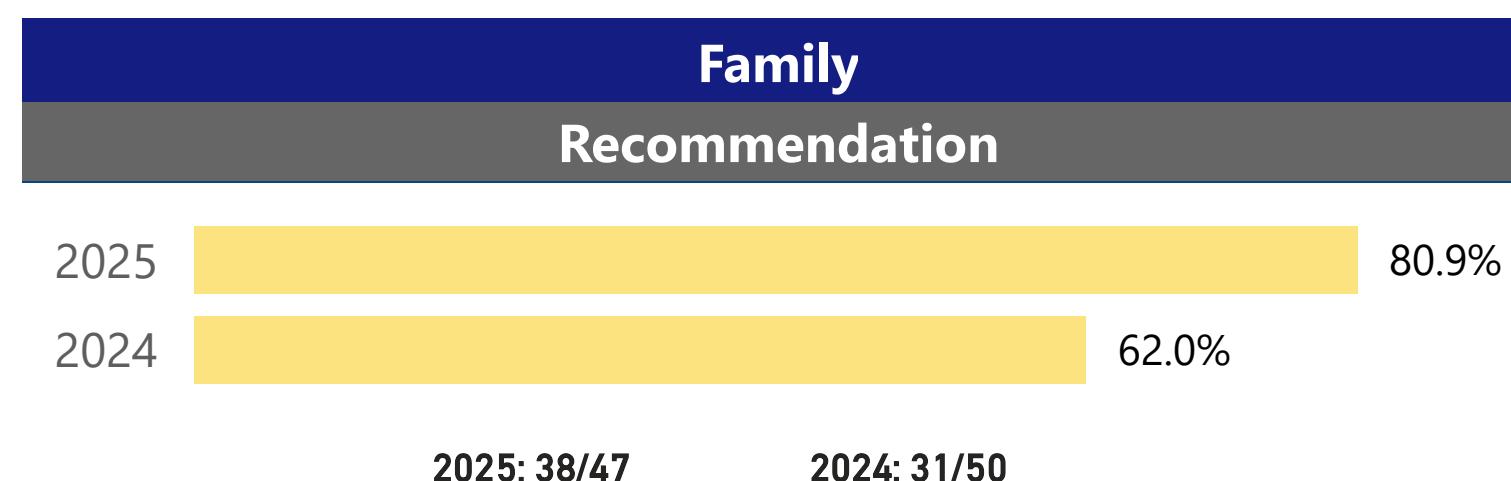
RESET

Medex



73.2% of Residents and 80.9% of Family would recommend this home to others.

The 2025 feedback survey for residents and families took place between **September 2** and **October 10**.



### Resident Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

#### Top Strengths

Question	Score
I am satisfied with the quality of cleaning services within my room	90.4%
Bladder and bowel care products are available when I need them	85.1%
I am satisfied with the quality of care from restorative care (care provided by physiotherapy, exercise or occupational therapy)	82.5%

#### Top Opportunities

Question	Score
I am satisfied with the food and drinks served to me	50.0%
I am encouraged to provide my input about the food and drink options	57.7%
Communication from the home leaders (executive director, director of care and managers) is clear and timely	58.5%

### Family Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

#### Top Strengths

Question	Score
Bladder and bowel care products are available when the resident needs them	89.1%
Bladder and bowel care products keep the resident dry and comfortable	89.1%
Overall, I am satisfied with the care provided to the resident	88.0%

#### Top Opportunities

Question	Score
I am satisfied with the variety of spiritual and religious services provided in the home by community members.	54.3%
I am satisfied with the variety of spiritual and religious services offered by the staff in the home.	62.2%
Communication from home leaders (executive director, director of care, and managers) is clear and timely	66.7%
I am satisfied with the quality of care from social work services (care provided by a social worker or a social service worker)	66.7%

# 2025 Resident Experience Survey Results for Medex

% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- Above LTC division overall
- Below LTC division overall

## Care Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the quality of care from doctors who work in my home	74.3% <span style="background-color: green; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	72.6%	69.1%
I am satisfied with the quality of care from Nurse Practitioners who work in my home	82.3% <span style="background-color: green; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>		79.5%
I am satisfied with the quality of care from nurses (care provided by registered nurse, registered practical nurse or licensed practical nurse)	81.3% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	80.0%	84.7%
I am satisfied with the quality of care from personal care staff (care provided by personal support workers or health care aides)	72.0% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	86.7%	81.3%
I am satisfied with the quality of care from restorative care (care provided by physiotherapy, exercise or occupational therapy)	82.5% <span style="background-color: green; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	82.4%	80.3%
I am satisfied with the quality of care from social work services (care provided by a social worker or social service worker)	77.6% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	68.8%	77.6%
I can see a Doctor or Nurse Practitioner when I need to	65.7% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>		70.9%
If I need help right away, I can get it	67.6% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	62.4%	70.7%
In my care conference, we discuss what's going well, what could be better, and how to improve things	66.7% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	56.0%	71.4%
My goals and wishes are heard and considered in my care	62.3% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	70.5%	73.4%
Overall, I am satisfied with the care I receive	67.6% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	76.3%	82.7%
The doctor or nurse practitioner listens to my concerns carefully	78.6% <span style="background-color: green; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>		75.0%
There is someone I can talk to about my medications	76.4% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	73.8%	80.2%

## Recreation and Leisure Activities

Question	2025	2024	LTC Division Overall 2025
I feel encouraged to share my ideas about the recreation and leisure activities offered on the calendar	67.7% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	49.4%	72.4%
I am satisfied with the variety of recreation and leisure activities offered in the home	74.6% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	68.3%	78.9%
I am satisfied with the days and times the recreation and leisure activities are scheduled	71.2% <span style="background-color: red; border: 1px solid black; border-radius: 50%; width: 15px; height: 15px; display: inline-block;"></span>	68.7%	79.4%

# 2025 Resident Experience Survey Results for Medex

Extendicare

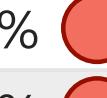
% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- Above LTC division overall
- Below LTC division overall

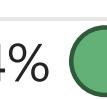
## Spiritual and Religious Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the variety of spiritual and religious services offered by the staff in the home	79.1% 		76.8%
I am satisfied with the variety of spiritual and religious services provided in the home by community members	81.8% 		75.2%

## Dining Services

Question	2025	2024	LTC Division Overall 2025
I am encouraged to provide my input about the food and drink options	57.7% 		65.3%
I am satisfied with the food and drinks served to me	50.0% 	57.0%	66.2%
I enjoy eating meals in the dining room	67.2% 	70.6%	75.7%

## Laundry, Cleaning, and Maintenance Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the quality of cleaning services within my room	90.4% 	88.2%	87.3%
I am satisfied with the quality of laundry services for my clothing and linens	70.4% 	64.6%	78.8%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	80.6% 	84.3%	84.2%

## 2025 Resident Experience Survey Results for Medex

% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- Above LTC division overall
- Below LTC division overall

### Relationships with Others

Question	2025	2024	LTC Division Overall 2025
The staff are friendly	82.2% <span style="color: red;">●</span>	89.5%	88.6%
I trust the staff in my home	78.1% <span style="color: red;">●</span>	84.9%	84.1%

### Communication and Concerns

Question	2025	2024	LTC Division Overall 2025
Communication from the home leaders (executive director, director of care and managers) is clear and timely	58.5% <span style="color: red;">●</span>	54.8%	69.6%
If I have a concern, I feel comfortable raising it with the staff members in my home	71.4% <span style="color: red;">●</span>	82.6%	80.9%

### Bladder and Bowel Care

Question	2025	2024	LTC Division Overall 2025
Bladder and bowel care products are available when I need them	85.1% <span style="color: green;">●</span>	88.5%	84.4%
Bladder and bowel care products keep me dry and comfortable	78.7% <span style="color: red;">●</span>	82.4%	83.4%
I can provide feedback about the products I use	79.5% <span style="color: green;">●</span>	73.6%	78.3%

## 2025 Family Experience Survey Results for Medex

% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- Above LTC division overall
- Below LTC division overall

### Care Services

Question	2025	2024	LTC Division Overall 2025
At the resident's care conference, we discuss what's going well, what could be better, and how to improve	77.8% <span style="color: red;">●</span>	76.6%	82.6%
I am satisfied with the quality of care from doctors who work in the home	83.7% <span style="color: green;">●</span>	74.0%	73.0%
I am satisfied with the quality of care from nurse practitioners who work in the home	81.8% <span style="color: green;">●</span>		80.0%
I am satisfied with the quality of care from nurses (care provided by registered nurse, registered practical nurse or licensed practical nurse)	86.3% <span style="color: green;">●</span>	78.0%	84.7%
I am satisfied with the quality of care from personal care (care provided by personal support workers or health care aides)	84.0% <span style="color: green;">●</span>	73.5%	78.2%
I am satisfied with the quality of care from restorative care (care provided by physiotherapy, exercise or occupational therapy)	77.3% <span style="color: green;">●</span>	67.5%	66.4%
I am satisfied with the quality of care from social work services (care provided by a social worker or a social service worker)	66.7% <span style="color: green;">●</span>	50.0%	66.5%
I feel my feedback on the resident's goals and care plan is considered and incorporated whenever possible	72.9% <span style="color: red;">●</span>	60.4%	74.2%
Overall, I am satisfied with the care provided to the resident	88.0% <span style="color: green;">●</span>	74.0%	80.8%
The doctor or nurse practitioner listens to our concerns carefully	80.0% <span style="color: green;">●</span>		75.7%
The resident can see a doctor or nurse practitioner when needed	80.4% <span style="color: green;">●</span>		72.2%
There is someone I can talk to about the resident's medications.	83.3% <span style="color: red;">●</span>	72.9%	85.9%

### Recreation and Leisure Activities

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the days and times the recreation and leisure activities are scheduled	83.0% <span style="color: green;">●</span>	64.3%	75.7%
I am satisfied with the variety of recreation and leisure activities offered in the home	85.1% <span style="color: green;">●</span>	71.1%	74.9%
The resident is encouraged to share ideas about the recreation and leisure activities offered on the calendar	83.3% <span style="color: green;">●</span>	38.7%	59.4%

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### Spiritual and Religious Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the variety of spiritual and religious services offered by the staff in the home.	62.2%		66.1%
I am satisfied with the variety of spiritual and religious services provided in the home by community members.	54.3%		63.7%

### Dining Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the quality of the food and drinks served to residents	76.1%		63.3%
I am satisfied with the variety of food and drink options for residents	74.5%		63.3%
The resident appears to enjoy eating meals in the dining room	72.9%		53.3%

### Laundry, Cleaning, and Maintenance Services

Question	2025	2024	LTC Division Overall 2025
I am satisfied with the quality of cleaning within the resident's room	72.3%		59.2%
I am satisfied with the quality of laundry services for personal clothing and linens	80.4%		58.3%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	83.3%		73.0%

# 2025 Family Experience Survey Results for Medex

% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- Above LTC division overall
- Below LTC division overall

## Communications and Concerns

Question	2025	2024	LTC Division Overall 2025
Communication from home leaders (executive director, director of care, and managers) is clear and timely	66.7% 	58.3%	75.5%
I feel comfortable raising any concerns with the staff members in the home	76.6% 	69.4%	85.6%

## Bladder and Bowel Care

Question	2025	2024	LTC Division Overall 2025
Bladder and bowel care products are available when the resident needs them	89.1% 	70.5%	80.4%
Bladder and bowel care products keep the resident dry and comfortable	89.1% 	63.6%	76.2%
I have the opportunity to provide feedback about the products used for the resident	67.6% 	60.5%	62.7%