

Extendicare

2025 Resident and Family Experience Survey Results for Medex

Summary Report

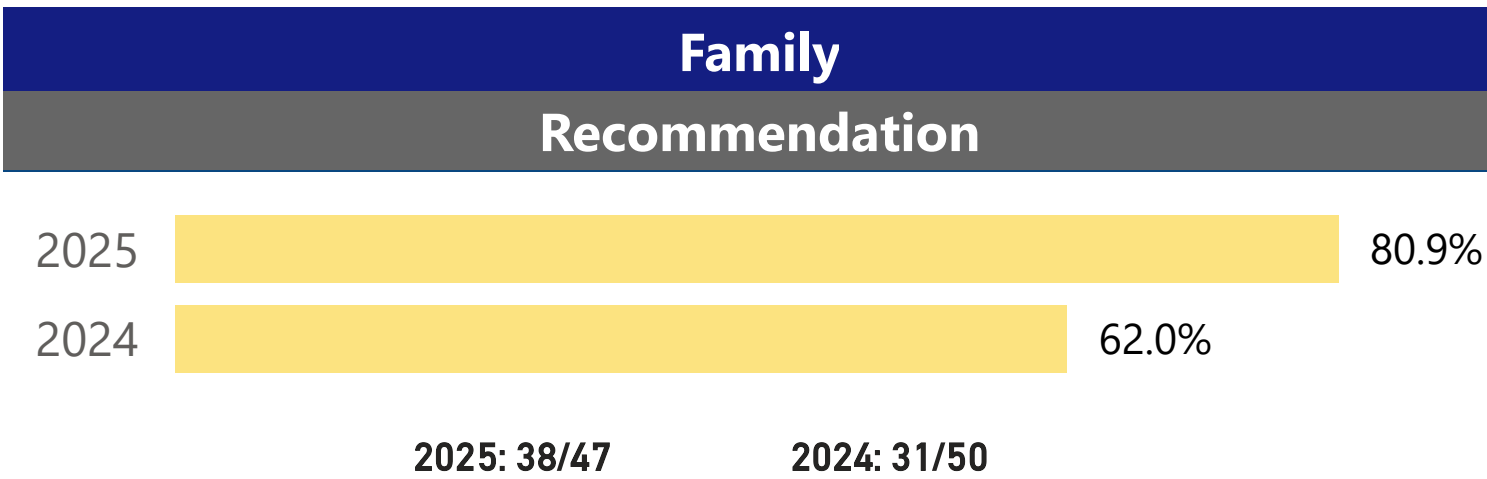
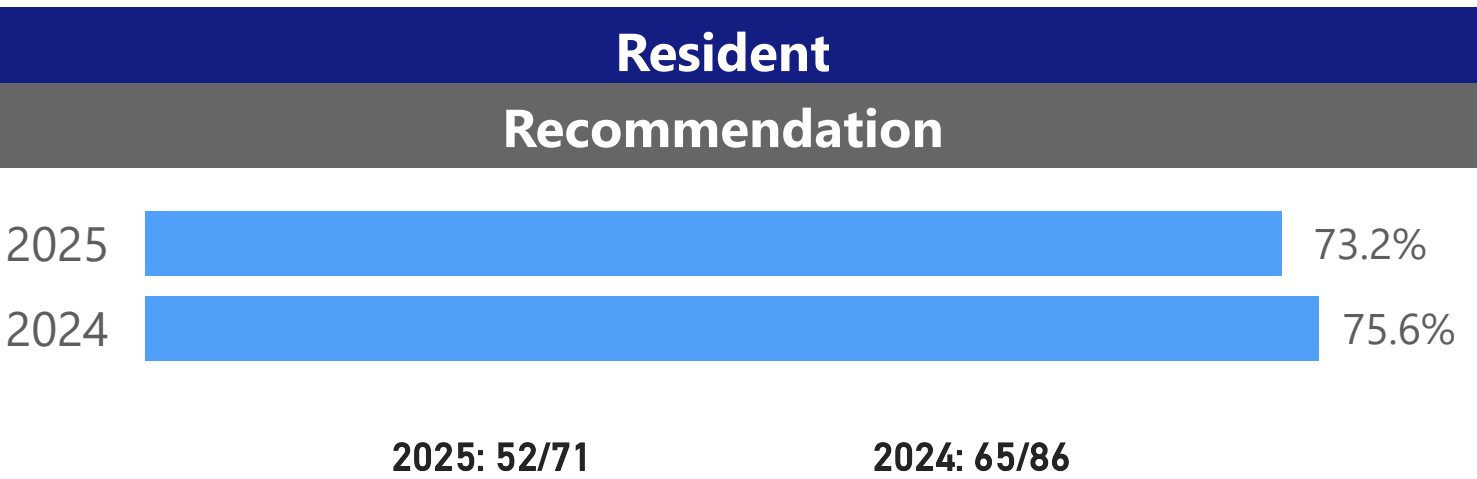
RESET

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% 	72.6%	69.1%	
I am satisfied with the quality of care from Nurse Practitioners who work in my home	82.3% 		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% 	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% 	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% 	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% 	68.8%	77.6%	
I can see a Doctor or Nurse Practitioner when I need to	65.7% 		70.9%	
If I need help right away, I can get it	67.6% 	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% 	56.0%	71.4%	
My goals and wishes are heard and considered in my care	62.3% 	70.5%	73.4%	
Overall, I am satisfied with the care I receive	67.6% 	76.3%	82.7%	
The doctor or nurse practitioner listens to my concerns carefully	78.6% 		75.0%	
There is someone I can talk to about my medications	76.4% 	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% 	49.4%	72.4%	
I am satisfied with the variety of recreation and leisure activities offered in the home	74.6% 	68.3%	78.9%	
I am satisfied with the days and times the recreation and leisure activities are scheduled	71.2% 	68.7%	79.4%	

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

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% <div></div>		76.8%
I am satisfied with the variety of spiritual and religious services provided in the home by community members	81.8% <div></div>		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% <div></div>		65.3%
I am satisfied with the food and drinks served to me	50.0% <div></div>	57.0%	66.2%
I enjoy eating meals in the dining room	67.2% <div></div>	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% <div></div>	88.2%	87.3%
I am satisfied with the quality of laundry services for my clothing and linens	70.4% <div></div>	64.6%	78.8%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	80.6% <div></div>	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% ●	89.5%	88.6%
I trust the staff in my home	78.1% ●	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% ●	54.8%	69.6%
If I have a concern, I feel comfortable raising it with the staff members in my home	71.4% ●	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% ●	88.5%	84.4%
Bladder and bowel care products keep me dry and comfortable	78.7% ●	82.4%	83.4%
I can provide feedback about the products I use	79.5% ●	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% 	76.6%	82.6%
I am satisfied with the quality of care from doctors who work in the home	83.7% 	74.0%	73.0%
I am satisfied with the quality of care from nurse practitioners who work in the home	81.8% 		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% 	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% 	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% 	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% 	50.0%	66.5%
I feel my feedback on the resident's goals and care plan is considered and incorporated whenever possible	72.9% 	60.4%	74.2%
Overall, I am satisfied with the care provided to the resident	88.0% 	74.0%	80.8%
The doctor or nurse practitioner listens to our concerns carefully	80.0% 		75.7%
The resident can see a doctor or nurse practitioner when needed	80.4% 		72.2%
There is someone I can talk to about the resident’s medications.	83.3% 	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% 	64.3%	75.7%
I am satisfied with the variety of recreation and leisure activities offered in the home	85.1% 	71.1%	74.9%
The resident is encouraged to share ideas about the recreation and leisure activities offered on the calendar	83.3% 	38.7%	59.4%

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




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%	70.7%
I am satisfied with the variety of food and drink options for residents	74.5% 	63.3%	70.9%
The resident appears to enjoy eating meals in the dining room	72.9% 	53.3%	68.5%

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%	71.0%
I am satisfied with the quality of laundry services for personal clothing and linens	80.4% 	58.3%	71.3%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	83.3% 	71.4%	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%