



# We Heard You!

## 2018 UNIFOCUS SURVEY RESULTS

### WHAT WE DO WELL

We're proud that our residents feel very much at home here. They are very appreciative of the staff, and feel that they will receive help if it is needed. They enjoy interacting with the team on all levels, and Magnolia Gardens feels like their family.

### AREAS TO IMPROVE

Several respondents commented on the number of walkers and wheelchairs being used by our residents. For many the appeal of Magnolia Gardens is the priority access to our Care Centre when their needs change. We are proud to be able to provide a home for seniors who are in the process of transitioning to increased care. We do however recognize the need for safety for all residents when it comes to keep common areas clear for movement.

Some residents noted that the food temperature could be improved. We are responsible for ensuring that it is hot when presented at table to the residents.

Our survey results included concerns about Care Aides who are employed by third party companies such as Bayshore and Cornerstone Care. We recommend that residents or family members who have concerns contact these care providers directly.

### ACTION PLAN

Our staff will ensure that walkers are stored safely when not in use during events in our lounge, or in other crowded areas.

Pam and Chef Michael will work together to address issues related to food preparation and service.

We will evaluate the quality and effectiveness of our equipment and have it fixed or upgraded if necessary to ensure we are serving a high quality product.

A "Compliments, Complaints & Suggestions" feedback form will be distributed to all residents and will invite them to give us their honest opinions in all service areas and provide specific examples. The forms will go into a locked suggestion box that only Pam will have access to. Residents may respond anonymously if desired.



— *Get to know your neighbours™*

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### WHAT WE DO WELL

We are proud that our residents feel at home here. They enjoy active lives, surrounded by people who care about them and feel safe and secure knowing they can get help when they need it.

Resident Comments:

- *“I feel like I can be a contributor and part of the community.”*
- *“I feel safe, secure, loved and appreciated.”*
- *“Sunridge Gardens is a beautifully constructed, landscaped facility that I can be proud to invite family to visit.”*
- *“This is a happy place to be and all the staff are kind and wonderful.”*

### AREAS TO IMPROVE

Our parking situation changed in 2018, and this created some challenges. Better signage is necessary to identify visitor parking, and additional off-site parking must be provided for staff and service providers.

Some residents indicated they would like to see a wider variety of menu items.

We are a pet-friendly , and we need to do a better job of informing new residents and guests of our policies so everyone can enjoy

### ACTION PLAN

We have addressed our parking issues by increasing signage to the underground parking area where there are 14 visitor spots available.

Century Group has acquired an offsite parking lot at the corner of 224 and Fraser Highway during Solaro construction. This lot is for staff, and service providers use and allow on-site spots to be used by our visitors.

Chef David and the food committee meet monthly and will address how to increase the variety of options on the menu.

Shannon and Jane will work with current pet owners and prospective residents to ensure everyone is aware of our pet policies. Also, we have added an outdoor post where poop bags are easily accessible to residents.

A “Compliments, Complaints & Suggestions” feedback form will be available to all residents, friends and staff which will invite them to give us their honest opinions in all service areas and provide specific examples. The forms will go into a locked suggestion box, and only Shannon will have access. Residents may respond anonymously if desired.

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## 2018 UNIFOCUS SURVEY RESULTS

### WHAT WE DO WELL

We have an amazing team of managers and staff that are very resident focused, caring, respectful, welcoming and friendly. Residents feel at home, their privacy is respected, their dignity preserved and they feel safe and secure in a well maintained building. It is evident judging by the 95+% score in these areas.

The Care Centre received an amazing 100% score for “overall satisfaction” —which is unprecedented. 98.6% of respondents said they would recommend us to a friend.

### AREAS TO IMPROVE

Our menu has not met the expectations of all residents. Although we receive many compliments; especially around special events, the bi-monthly buffet lunches, wine pairings etc. There is some room for improvement around menu planning (ensuring residents feel included) and the variety of options available.

### ACTION PLAN

For the Spring/Summer menu, Chef will be asking residents directly what menu items they would like to see included. Menu items will be traditional and the names will be simple and recognizable.

The Recreation Team will invite residents to submit 1-2 favorite recipes which we will then feature as part of the menu (if suitable). Depending on the response, we may compile the recipes into a Waterford Cookbook that the residents can then gift to family and friends.

We are also looking at hosting our vendors for an in-house “food show” that residents can attend and try out some new food items.

The Chef will make sure that food is made from scratch (as much as possible). There are plans to add some ‘a la carte’ menu items and we will monitor the feedback of that initiative. Tania will be meeting with the Dietitian too for additional input.

Recreation will review all activities offered to make sure they have a balanced offering and will encourage the “shy” residents to participate. Male residents will be invited to a meeting to give input, comments and suggestions for activities they would like to see. More and more men are moving in and we want to ensure they feel included and engaged!

A “Compliments, Complaints & Suggestions” feedback form will be distributed to all residents and will invite them to give us their honest opinions in all service areas and provide specific examples. The forms will go into a locked suggestion box that only Tania will have access to. Residents may respond anonymously if desired.

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### WHAT WE DO WELL

The service that residents receive from our staff team has been recognized as nearly perfect! The staff at the Wexford take a special interest in getting to know our resident's needs and interests and that's reflected in this score!. Whether it is the menu, social activities or general building operations the staff listen to our resident's feedback and make adjustments when necessary.

### AREAS TO IMPROVE

We need to improve on our technology within the resident's suites, our current wireless signal could be improved so residents are not limited when using smart devices.

We need to create and implement a better welcome plan for new residents. The follow-up and check-in process needs to include feedback on first impressions and what we can do to help new residents adjust to life at The Wexford. This type of feedback process also needs to be implemented for long term residents. One-on-one feedback is essential.

Increase flexibility with Bria Courtesy Shuttle driving schedule.

### ACTION PLAN

Work with our Information Services team to create a plan to improve the wifi signal within suites.

Work with our Sales and Marketing team to create a follow-up and ongoing interview process with all residents that can track feedback to help improve our overall Wexford living experience.

Get feedback from residents on how the Bria Courtesy Shuttle can better serve their needs. Consider options to adjusting availability to accommodate later appointments on some days.



MAGNOLIA  
GARDENS  
CARE CENTRE

# We Heard You!

## 2018 UNIFOCUS SURVEY RESULTS

### MAGNOLIA GARDENS CARE CENTRE

## WHAT WE DO WELL

In all three sections (Direct Care, Nursing Staff, Administration) we scored higher than 85%, with most responses greater than 90%. Overall satisfaction has improved by over 20% since the last survey, and the recommendation rate has improved by 27%.

### *Residents' Family Members Comments:*

- *"We are lucky Mom has such good care and great staff."*
- *"I feel Mom is royally treated and so do I and I am happy with all staff and the nice way she is treated."*
- *"Mom says that staff is very nice and I have found them to be friendly and helpful."*
- *"Our family is very happy about the living condition and the safety and security of the Magnolia Care Centre."*

## AREAS TO IMPROVE

We received a slightly lower score on whether or not we are meeting the spiritual needs of our residents

Resident independence (ability to choose their clothing, and access to the outdoor area) also received a slightly lower score.

## ACTION PLAN

### Spiritual Needs

We will send out an additional survey/ follow-up questionnaire to get more feedback from resident's families to ask them what they feel is missing and how they would like to see it addressed. We are open to reaching out to local churches for more pastoral support, if desired.

### Independence

Although the survey question created some lack of clarity, we will address these concerns with our staff, and also seek to include a more specifically worded question in the future.

### Garden Access

Our garden is always accessible in the summer months. Our new Recreation Coordinator Elayna has been adapting to our existing programming and injecting her own ideas; she will work with Sue to ensure there are more outdoor programs when the weather is appropriate.

### Volume of Entertainment

Our staff has also identified this as an issue. Holly (Recreation Manager for Magnolia Gardens) will work with Elayna to address our concerns with the musicians and help them to understand our sensitive environment.



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