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August 24, 2022

**RE: Results of the annual Resident/Family Experience Survey**

Dear Residents & Family Members~

Chester Village would like to thank our residents and families for responding to our annual survey. The survey is designed to provide us with information on what our residents and families think is working well at Chester Village and what we need to improve life at our home and is just one way that we invite input from our community.

The final results of the survey are compared to a number of other not-for-profit long term care homes in the GTA so we are able to share best practices.

Once again, you have told us that we continue to exceed your expectations in the care and services we provide, the way you are treated with courtesy, respect and kindness and how well our home is maintained. Communication during the pandemic received a very high score along with positive comments about how the Home handled the ongoing COVID-19 situation.

You have also told us that we could improve in some areas. Therefore, based on your feedback, we will focus on the following quality initiatives over the next year:

- Improving on the activities provided in the Home (48% satisfaction rate)
- Improving on the activities that support religious/spiritual beliefs (44% satisfaction rate)
- Improving the overall quality of food and drinks (61% satisfaction rate)
- Increasing a good variety of food and drinks (58% satisfaction rate)

Please find attached our 2021/22 Quality Improvement Plan (QIP) that we developed and implemented to assist us in improving the areas identified.

If you have any questions or suggestions, please do not hesitate to contact any of the managers directly as we would love to hear from you.

Respectfully,

Cynthia Marinelli, CEO  
Chester Village Long-Term Care  
cc. Resident and Family Councils