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March 25, 2024

**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 meet and/or exceed expectations in the care and services we provide, the way you are treated with courtesy, respect and kindness and that the activities provided, including spiritual are well liked.

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 staff response time when a resident needs something
* Improving the quality of food and drink
* Improving the overall maintenance and cleanliness of the Home

Please find attached our 2024/25 Quality Improvement Plan (QIP) that was developed to begin improving the areas that were identified in the Survey. You will also find some other improvements listed that were not identified as a result of the survey but from our own internal discussions. I have also included our Progress Report for the quality initiatives from the previous year so you can see how we did.

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

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