

RESIDENT AND FAMILY EXPERIENCE

SURVEY RESULTS

Thank you to all Newmarket Health Centre (NHC) residents and caregivers who participated in our 2025 Resident Experience Survey. Your feedback helps us understand how you feel about your home, what we are doing well and where we can do better. The results from the survey will be used to help develop continuous quality improvement plans we can use to further improve our services.



Who we heard from

49 residents/substitute decision-makers for 57% response rate and another 25 family members and caregivers participated (43% response rate)

What you said

What we're doing well

100%

of respondents feel safe and secure in the home

99%

of respondents felt staff addressed them appropriately and called them by name

97%

of respondents felt staff listened to them

96%

of respondents felt the common areas in the home look and smell clean

Opportunities for Improvement

27%

of respondents answered they are not asked for input on activities

12%

of respondents did not feel the snacks served between meals are of good quality

8%

of respondents did not feel staff addressed concerns in a timely manner

All of the staff have been very good, respectful and friendly.

A wonderful job is being done by a group of compassionate and caring people.

The cleanliness of washrooms - both room and common areas - is excellent.

The home is very well kept. I enjoy the outdoor area. Lovely flowers, comfortable seating and easy access.

Not enough social activities in the evenings for residents to enjoy.

My Dad likes classical music. Although there are musical activities, he would definitely enjoy more of these.

SENIORS SERVICES

1-877-464-9675

Dial 711 with a TTY device

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