

RESIDENT AND FAMILY EXPERIENCE

SURVEY RESULTS

Thank you to all Maple Health Centre (MHC) 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.



What you said

The staff I have dealt with are friendly and responsive to residents.

Very happy with the home and my selection for mom; communication with the home is wonderful.

I am happy that there is a variety of food to choose from.

As far as I am concerned, living here is as if I was living in my own home.
This was translated from Italian to English - Volunteer

Who we heard from

34 residents/substitute decision-makers for 53.1% response rate and another 22 family members and caregivers participated (44% response rate)

What we're doing well

100%

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

98%

of respondents felt their room and washroom are clean and tidy

97%

of respondents felt they get enough to eat and drink when they want to

96%

of respondents felt the home is comfortable

Opportunities for Improvement

41%

of respondents answered they are not asked for input on activities

21%

of respondents did not feel their laundry is completed and returned to them in good condition

3%

of respondents did not feel staff listen carefully to their concerns

SENIORS SERVICES

1-877-464-9675

Dial 711 with a TTY device

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