



December 21, 2025

Re: Golden Plough Lodge's Resident Satisfaction Survey Results

Dear Residents, Families and Golden Plough Lodge Staff Members,

Our 2025 Resident Satisfaction Survey results have now been compiled. As part of Golden Plough Lodge's ongoing commitment to continuous quality improvement, our Senior Leadership Team (SLT) reviews these results to guide, implement, and measure improvements across all areas of the home. The GPL Satisfaction Survey provides residents and families with the opportunity to share valuable feedback regarding the quality of care, accessibility of services, cleanliness, and facility conditions. Surveys may be completed independently or with the assistance of family members. The results are reviewed and discussed with our Quality Improvement Committee, which includes representatives from the Residents' Council, Family Council, Medical Directors, and staff.

As the only municipally operated long-term care home in Northumberland County, the GPL has proudly provided quality, compassionate care for more than a century.

About the target: Northumberland County's goal is for more than 80% of residents and family members to indicate, through the annual Satisfaction Survey, that they would recommend GPL to others, reflecting strong overall satisfaction with the care and services we provide.

How this is measured: Survey responses are collected through both paper-based and online formats, ensuring accessibility and participation from all residents and families.

Results and Progress:

- 2023: 81.4%
- 2024: 87.25% – an improvement of 5.85% from 2023
- 2025: 87.0% – a 0.25% decrease from 2024, while maintaining strong performance well above the target threshold

With the new home build, enhanced technology, and expanded staffing, we anticipate that 2026 results will continue to exceed the 80% target.

Focus for Improvement

While GPL continues to perform strongly overall, 2025 feedback identified opportunities to further enhance the following areas:

- Care and Communication: Personal care services; physician and Nurse Practitioner services; and overall quality of care, including communication related to residents' health and well-being.
- Home Environment and Support Services: Timeliness of room repairs and maintenance, along with cultural and dietary services that meet residents' individual needs.
- Programs, Activities, and Engagement: Recreation and social activities; programs that reflect residents' individual interests, abilities, cultural backgrounds, regions, and spiritual needs; and enhanced volunteer engagement within the home.

The SLT and departmental teams will work collaboratively to strengthen these areas through targeted quality improvement initiatives, staff education, and expanded community partnerships.

Should you have any questions, please get in touch with one of our department Managers at 905-372-8759 ext.0

Sincerely,
Alanna Clark, Administrator

cc. Glenn Dees, Director of Health and Human Services
Brian MacLaughlin, President, Residents' Council
Family Council

Responses Overview Closed

Responses

81



Average Time

19:42



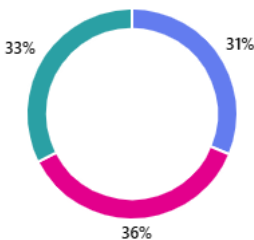
Duration

36 Days



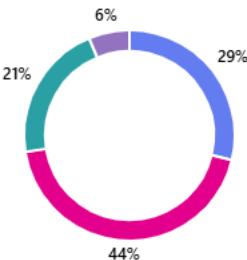
1. Please identify how you completed this survey

By myself	25
With help from a family member, friend or volunteer	29
Completed by POA	26



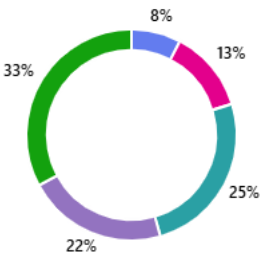
2. How long have you or your loved one lived in the home?

Less than 1 years	23
1-3 years	35
4-10 years	17
More than 10 years	5



3. What is your age?

40-54	6
55-64	10
65-74	20
75-84	17
85+	26



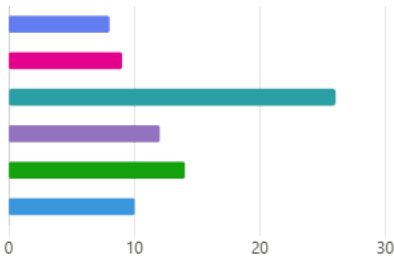
4. What is your sex?

Male	34
Female	46
Prefer not to answer	0



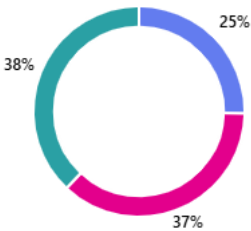
5. What Resident Home Area do you or your loved one reside in?

Blacklock Cottage	8
Blacklock House	9
McMillan Cottage	26
McMillan Garden	12
Symons Cottage	14
Symons House	10



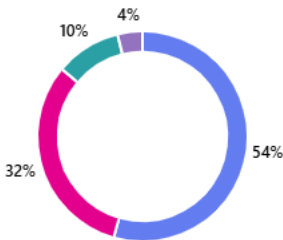
6. What type of resident room do you or your loved one live in?

Private room	20
Semi-Private	29
Basic	30
Other	0



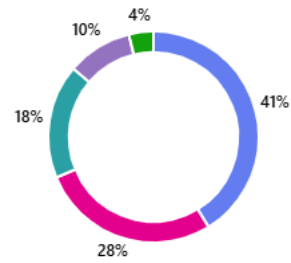
7. I feel safe and secure with other residents within the home

Strongly Agree	43
Agree	25
Neutral	8
Disagree	3
Strongly disagree	0



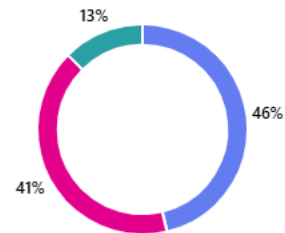
8. I am given timely information on how I may access external healthcare services (ie. dental, advanced foot care, hearing services)

Strongly agree	33
Agree	22
Neutral	14
Disagree	8
Strongly disagree	3



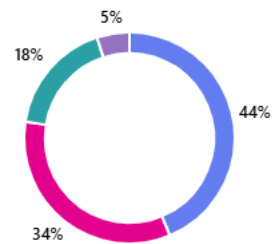
9. I am encouraged and / or involved in decisions about my care

Strongly agree	37
Agree	33
Neutral	10
Disagree	0
Strongly disagree	0



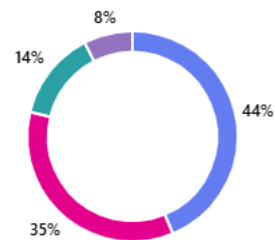
10. I receive enough information about changes to my medication, physical condition, and care plan to feel confident giving my informed consent

Strongly agree	35
Agree	27
Neutral	14
Disagree	4
Strongly disagree	0

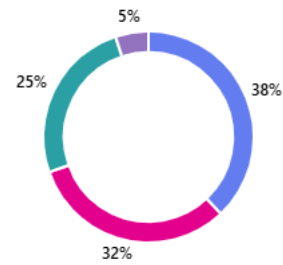


11. My preferences are respected when choosing my preferred bedtime

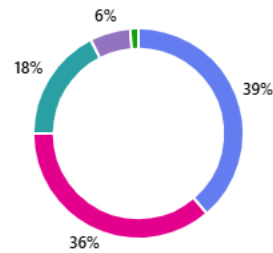
Strongly agree	35
Agree	28
Neutral	11
Disagree	6
Strongly disagree	0



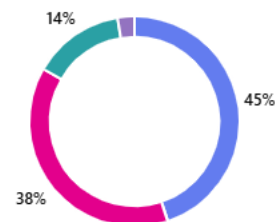
12. My preferences are respected regarding the time I prefer to get up



13. My preferences are respected regarding bathing (day/time/bath or shower)

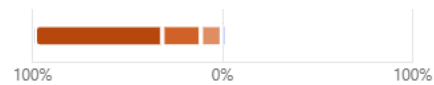


14. Team Members (nursing staff) actively listen to me (listen and acknowledge what I am saying)



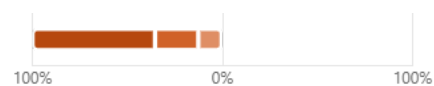
15. How well do staff demonstrate respect, kindness, and courtesy to residents?

Very Well Well Somewhat Well Somewhat Poorly Poorly Very Poorly



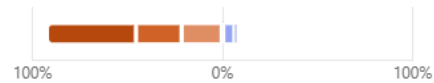
16. How well do staff maintain your (or your loved one's) right to privacy and dignity?

Very Well Well Somewhat Well Somewhat Poorly Poorly Very Poorly



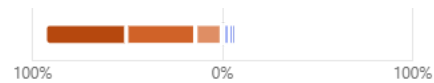
17. How would you rate the quality of personal care services provided (such as grooming, skin care, and oral hygiene)?

● Very Well ● Well ● Somewhat Well ● Somewhat Poorly ● Poorly ● Very Poorly



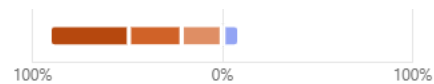
18. How satisfied are you with access to quality services provided by physicians and nurse practitioners?

● Very Well ● Well ● Somewhat Well ● Somewhat Poorly ● Poorly ● Very Poorly



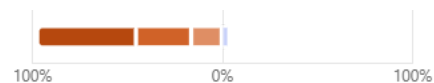
19. How well do staff response meet your needs or requests in a timely manner?

● Very Well ● Well ● Somewhat Well ● Somewhat Poorly ● Poorly ● Very Poorly



20. How would you rate the overall quality of care provided to the resident?

● Very Well ● Well ● Somewhat Well ● Somewhat Poorly ● Poorly ● Very Poorly

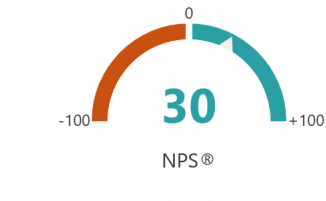


21. Is there anything else you would like to share with us regarding the quality of care and services? We welcome any additional comments, suggestions, or feedback you may have.

Overall Average for quality of care and services = 86%

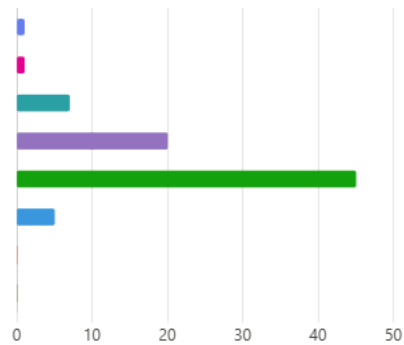
22. On a scale from 0 to 10, how well do you feel the staff listen to you?

Promoters	39
Passives	25
Detractors	15



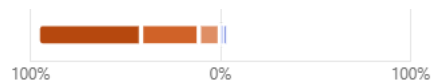
23. I can express my opinion without fear of consequences

Never	1
Rarely	1
Sometimes	7
Most of the time	20
Always	45
Don't know	5
Refused	0
No response or cannot be coded from response	0



24. How respectful and compassionate are the staff when interacting with residents?

Very Respectful Respectful Somewhat Respectful Disrespectfully Very Disrespectful No Comment



25. How would you rate the effectiveness of communication from staff about the resident's health and well-being?

Very Effective Effective Somewhat Effective Neutral Somewhat Ineffective Ineffective Very Ineffective

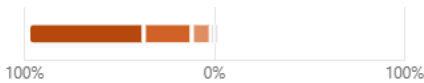


26. Is there anything else you would like to share with us regarding staff interaction and communication? We welcome any additional comments, suggestions, or feedback you may have.

Overall Average for staff interaction and communication = 79%

27 How safe and secure do you feel the home is for residents?

Very Safe Safe Somewhat Safe Neutral Somewhat Unsafe Unsafe Very Unsafe



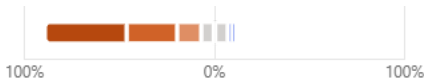
28. How satisfied are you with the general upkeep and repairs within the home?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



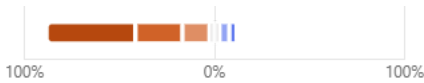
29. How satisfied are you with the time it takes for staff to respond to room repair requests or moving of items?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



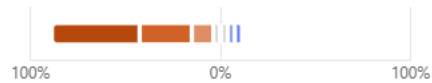
30. How would you rate the cleanliness of the resident's room and shared spaces?

Excellent Very Good Good Neutral Fair Poor Very Poor



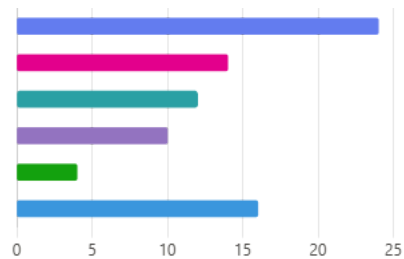
31. How satisfied are you with the quality and timelines of personal laundry services?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



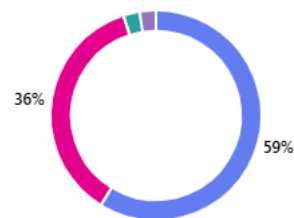
32. Over the past year, how satisfied were you with the recovery process of any missing items (if applicable)?

Very satisfied 24
Satisfied 14
Neither satisfied nor dissatisfied 12
Dissatisfied 10
Very dissatisfied 4
Not applicable / Did not experience missing items 16



33. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (includes Housekeeping, Laundry, Maintenance staff)

Strongly Agree 47
Agree 29
Neither agree nor disagree 2
Disagree 2
Strongly disagree 0

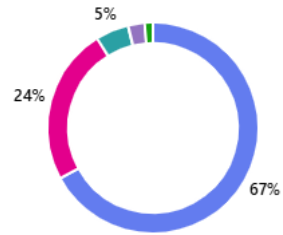


34. Is there anything else you would like to share with us regarding cleanliness and our home environment? We welcome any additional co

Overall Average for cleanliness and home environment = 83%

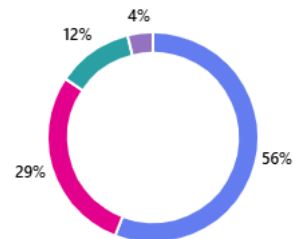
35. How satisfied are you with the portions size?

Very satisfied	53
Somewhat satisfied	19
Neither satisfied nor dissatisfied	4
Somewhat dissatisfied	2
Very dissatisfied	1



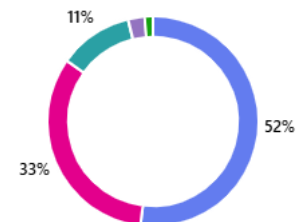
36. How satisfied are you with the Temperature of meals?

Very satisfied	43
Somewhat satisfied	22
Neither satisfied nor dissatisfied	9
Somewhat dissatisfied	3
Very dissatisfied	0



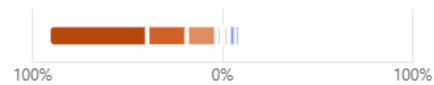
37. How satisfied are you with the availability and choice of nourishments and between meal snacks?

Very satisfied	41
Somewhat satisfied	26
Neither satisfied nor dissatisfied	9
Somewhat dissatisfied	2
Very dissatisfied	1



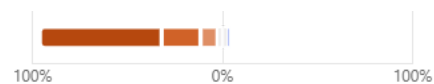
38. How satisfied are you with the quality and variety of meals provided to residents?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



39. How satisfied are you with the helpfulness and friendliness of staff in the dining room?

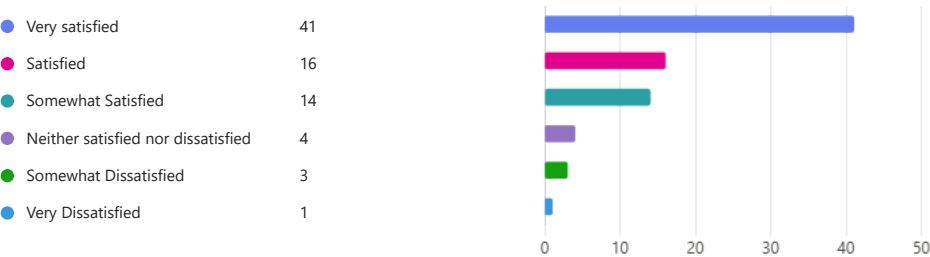
Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



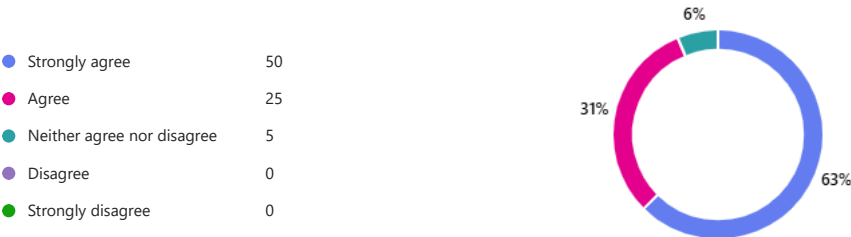
40. Do you feel the menu options reflect and accommodate your cultural preferences and dietary needs?



41. How satisfied are you with the overall dining experience (service and atmosphere)?



42. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary team members



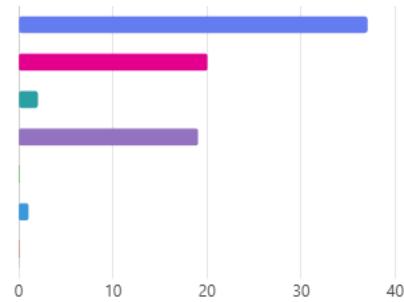
43. Is there anything else you would like to share with us regarding quality food service and nutrition? We welcome any additional comments, suggestions, or feedback you may have.

Overall Average for quality food service and nutrition = 90%

44. How well are your cultural needs (or those of your family)

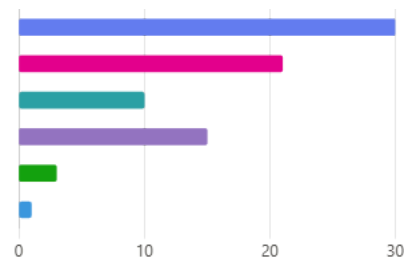
met?

Very Well	37
Well	20
Somewhat Well	2
Neutral	19
Somewhat Poorly	0
Poorly	1
Very Poorly	0



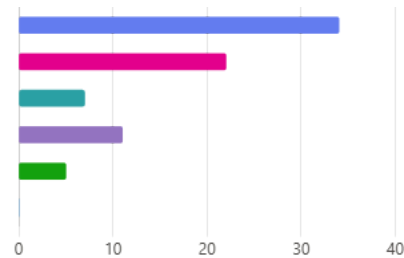
45. How satisfied are you with the home's Exercise Programs?

Very satisfied	30
Satisfied	21
Somewhat satisfied	10
Neither satisfied nor dissatisfied	15
Dissatisfied	3
Very dissatisfied	1



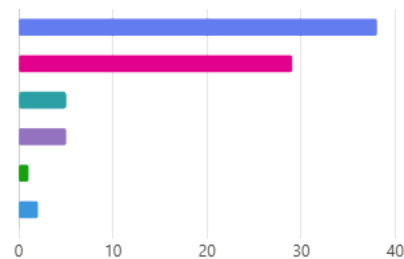
46. How satisfied are you with the Physiotherapy Services within the home?

Very satisfied	34
Satisfied	22
Somewhat satisfied	7
Neither satisfied nor dissatisfied	11
Dissatisfied	5
Very dissatisfied	0

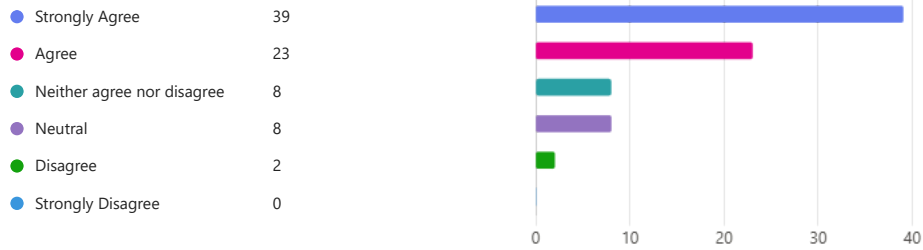


47. I am always asked if I want to participate in activities happening in the Home

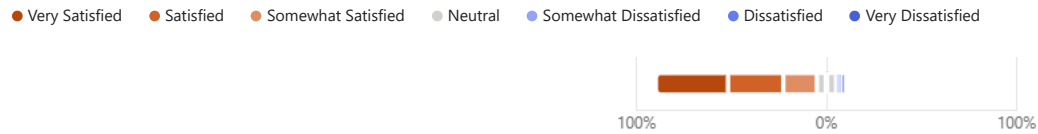
Strongly agree	38
Agree	29
Neither agree nor disagree	5
Neutral	5
Disagree	1
Strongly Disagree	2



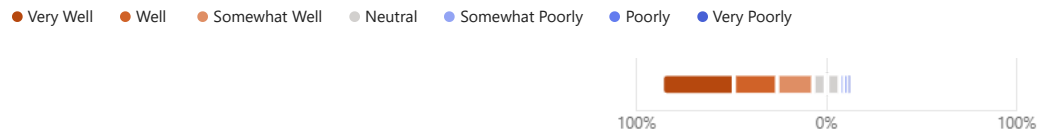
48. I am satisfied with the assistance / encouragement I receive from team members (Activation/Recreation staff) to enjoy a program



49. How satisfied are you with the variety of recreational and social activities offered to residents?



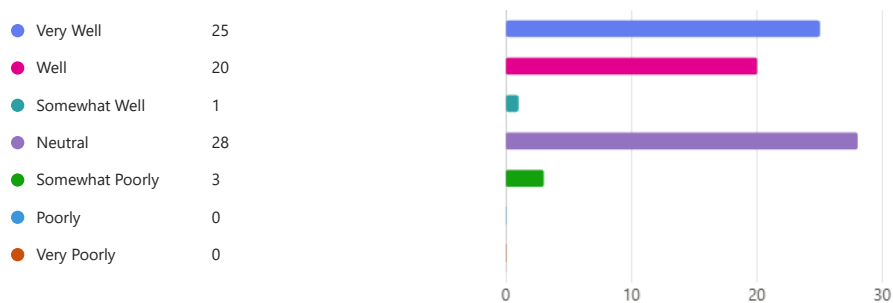
50. How well do the activities provided match the resident's interests and abilities?



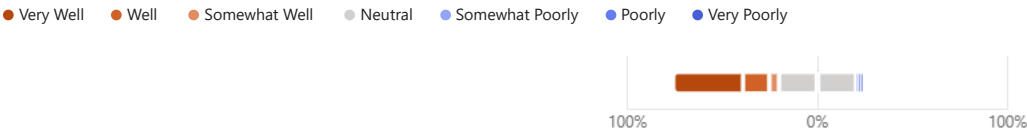
51. I enjoy the Spiritual Services (Church (in person/virtual/TV), Bible Study, hymn sing)



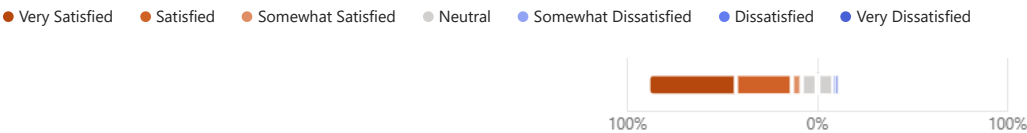
52. How well do the activities provided offer diverse cultural options for to engage in?



53. How well are your (or your loved one's) religious and spiritual needs met at the home?



54. How satisfied are you with the involvement and support provided by volunteers at the home?



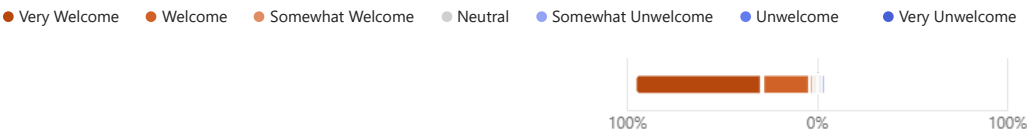
55. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation/Recreation team



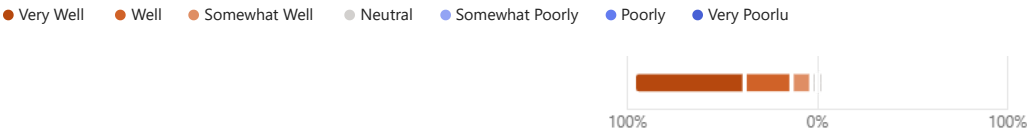
56. Is there anything else you would like to share with us regarding recreational and social activities. We welcome any additional comments, suggestions, or feedback you may have.

Overall Average for recreational and social activities = 86%

57. How welcome do you feel when visiting the home?



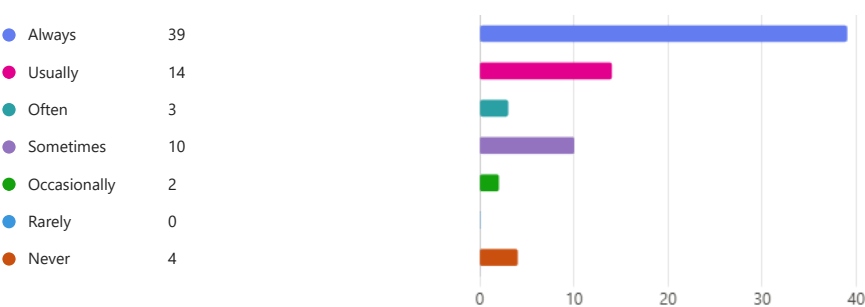
58. How well does the home support family involvement in the resident's care?



59. How informed and involved do you feel in any significant changes to the resident's care plan?



60. How well does the home address and include your family's or loved ones' cultural needs when engaging with the home?



61. I feel my identity and culture, or my family's identity and culture, are valued and respected in the home



62. Is there anything else you would like to share with us regarding Family Involvement and Support? We welcome any additional comments, suggestions, or feedback you may have.

Overall Average for family Involvement and Support = 88%

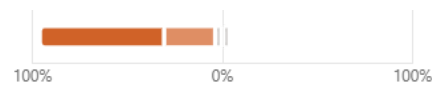
63. I am satisfied with the quality and timeliness of communication received from the home

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



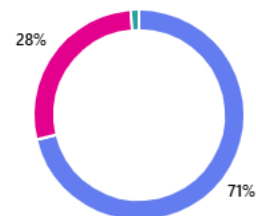
64. Invoicing is timely and accurate

Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree



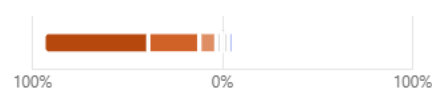
65. Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the administrative team in the home

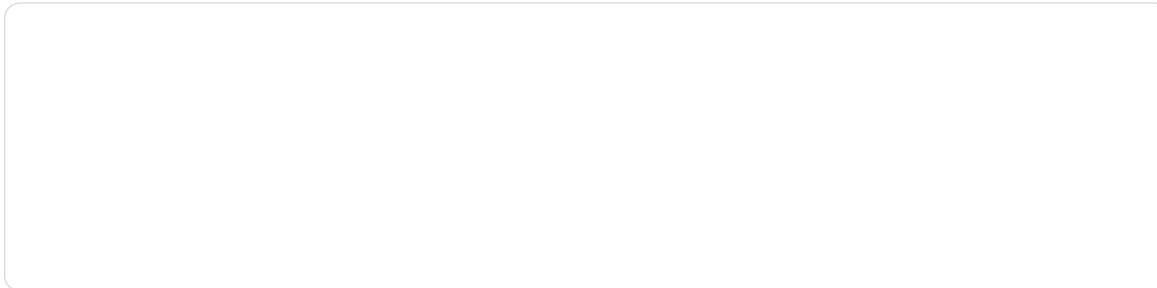
Strongly Agree	57
Agree	22
Neither agree nor disagree	1
Disagree	0
Strongly disagree	0



66. How satisfied are you with the time taken to respond to administrative concerns, complaints, and inquiries?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied



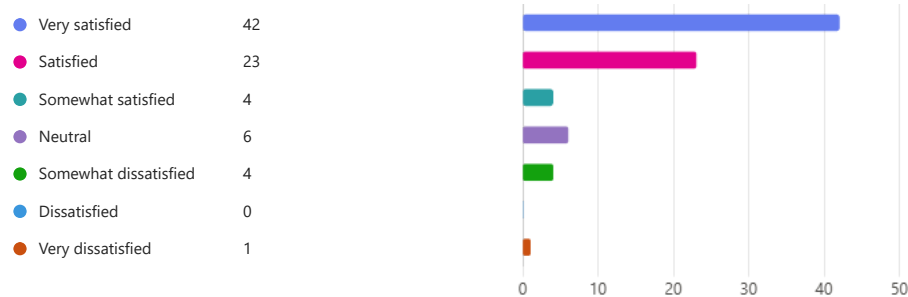


Overall Average for administrative services = 90%

68. During this year, I felt that the Home was taking appropriate precautions when Outbreaks occurred which helped me feel safe

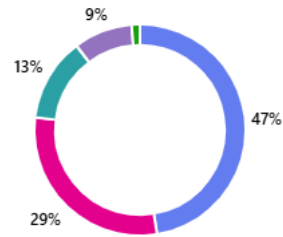


69. How satisfied are you with the in-home contracted services provided, such as Haircare, Footcare & Assistive device repair (e.g., wheelchair or walker)



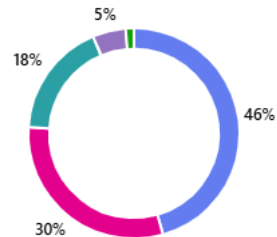
70. I feel there is an overall homelike environment at the Goldon Plough Lodge

Strongly Agree	37
Agree	23
Neither agree nor disagree	10
Disagree	7
Strongly disagree	1



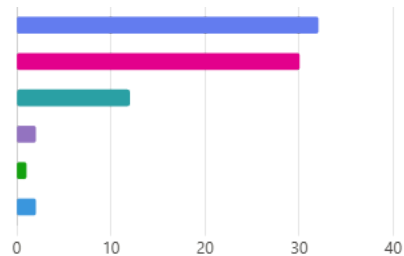
71. I feel a sense of community and belonging at the Golden Plough Lodge?

Strongly agree	36
Agree	24
Neither agree nor disagree	14
Disagree	4
Strongly disagree	1



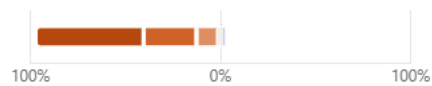
72. The Home resolves my concern(s) to my satisfaction

Strongly agree	32
Agree	30
Neither agree nor disagree	12
Disagree	2
Strongly disagree	1
I have not brought forward a concern.	2



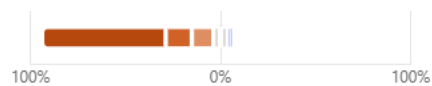
73. How satisfied are you with the overall quality of care provided at the home?

Very Satisfied Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Dissatisfied Very Dissatisfied

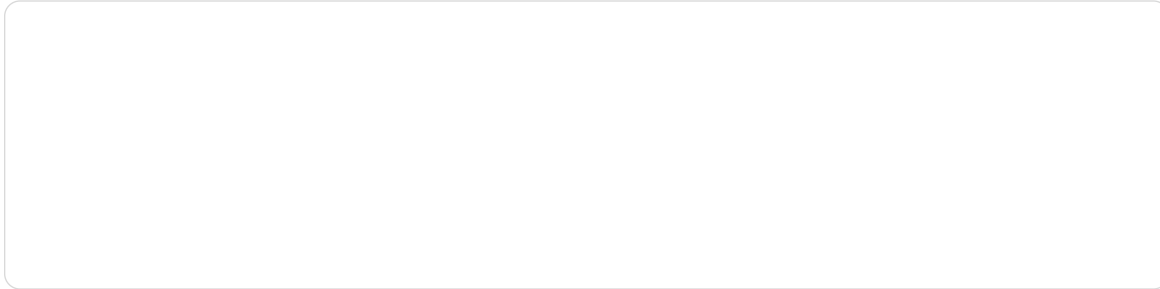


74. How likely are you to recommend this facility to other seeking long-term care?

Very Likely Likely Somewhat Likely Neutral Somewhat Unlikely Unlikely Very Unlikely



75. Is there anything else you would like to share with us that we haven't asked about? We welcome any additional comments, suggestions, or feedback you may have.



Overall Average for during the year questions = 90%

Golden Plough Lodge's 2025 Resident Satisfaction Survey shows an overall satisfaction score of 87%.

This result highlights our residents' continued confidence in the care, compassion, and services they receive every day. We thank our residents, families, and staff for their ongoing feedback and commitment to making GPL a place we can all be proud of.