

248 clients responded to the survey in 2023



98%
clients say they find
the space clean and
well maintained



95%
clients say they got the help
needed when admitted and
settled into the unit



94%
clients say they find
the unit welcoming,
non-discriminating
and comfortable



92%
clients say they are
treated with respect
by staff

We saw improvements compared to last year in the following areas:

- ✓ Clients getting the information they need upon admission (as recognized in the Quality Improvement Plan in 2023/24)
- ✓ When clients want friends or family involved in decisions about care, this is accommodated by staff
- ✓ Clients say they are satisfied with the care from staff

We will continue to work on...

- ✓ Providing information upon admission to clients and families
- ✓ Keeping our clients well-informed about progress in areas important to them
- ✓ Ensuring staff explain things to clients and families in a way that they can understand
- ✓ Maintaining sensitivity to the cultural needs of our diverse clients and families