



3555 Danforth Avenue, Toronto, Ontario M1L 1E3 Tel: 416-466-2173 Fax: 416-466-6781 www.chestervillage.ca

March 4, 2020

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 exceed your expectations in the care and services we provide, the way you are treated with courtesy, respect and kindness and how well our home is maintained.

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 (part of our formal QIP and carried forward from 2019)
- Improving the enjoyment of meals and the variety of meals (part of our formal QIP)
- Increasing the resident's awareness of how to initiate a concern or complaint (internal plan)
- Maintaining a comfortable temperature throughout the home (internal plan)

We will soon share with you our 2020 Quality Improvement Plan (QIP) that we are developing to assist us in carrying out these initiatives as well as our 2019 QIP Progress Report from last year's quality activities.

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