



Bay St. George Long Term Care Centre

Family Experience Survey Results

2015-2016

Respondents

35 family members from Bay St. George Long Term Care Centre responded to the survey

Overall Experience

Overall care
8.4
out of 10

80% of family members would recommend BSG LTC to others

Key Measures of Care and Services

77%
Staff care about residents



75%
Staff are kind



74%
Rooms look and smell clean



34%
Personal medical belongings damaged or lost






60%
Family are involved



Family Member Recommendations



-  Resolve complaints and/or issues
-  Reduce the level of noise around resident rooms
-  Improve family involvement