

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Quality & Risk Management - Social & Recreational	SUBJECT: Resident Recreation Satisfaction Survey	SECTION: I POLICY: 4
DATE: July 12, 2022	Administrator's Signature: _____	

RESIDENT RECREATION SATISFACTION SURVEY

POLICY:

The Resident Recreation Satisfaction Survey will be conducted using a satisfaction tool and at a minimum annually.

PROCEDURE:

The Director of Social & Recreational Services or designate will:

- 1) Distribute the Resident Recreation Satisfaction Survey annually, quarterly, and/or monthly to ensure that all residents/representatives have been involved over the course of the year.
- 2) Encourage residents to complete the survey by asking the questions during a one-to-one program, monthly program home area/neighbourhood meeting, or at Residents' Council.
- 3) Collect and compile the results of the survey and discuss at the Recreation department meeting and develop follow up action plan as required.
- 4) Share the results with the Administrator, Residents' Council, and Family Council.
- 5) Make changes to programs as a result of feedback provided by residents.