

York Region's 2023 Long-Term Care  
**Resident Experience**



**Results**

Thank you to all Newmarket Health Centre (NHC) residents and caregivers who participated in our 2023 Resident Experience Survey. Your feedback helps us understand how you feel about your home, what we are doing well and where we can do better. The results from the survey were used to develop action plans to further improve our care and services.



**Who we heard from**

44 residents and family members

**What you said**

**What we're doing well**

**100%**

of respondents feel staff treat them with respect

**98%**

of respondents feel staff address concerns in a timely manner

**95%**

of respondents feel their room and washroom are clean and tidy

**93%**

of respondents would recommend the home to others

**Opportunities for improvement**

**20%**

of respondents did not recall opportunities for input into activities

**20%**

of respondents did not feel there is enough variety in the menu

**16%**

of respondents felt staff did not spend enough time with them

The care and consideration to my Dad is fantastic, the communication with me is outstanding.

NHC is one of the cleanest Home's I've been in.

The staff spend time and like to get me talking about my past experiences. I've done things few others have done, i.e., hitchhike across country.

The recreation activities are fabulous. Recreation is so vital for stimulating the brain, particularly for dementia patients. My mom has thrived at NHC through this program.

Fabulous. Happy to see open dining

Good variety for the menu, good portion sizes

I enjoy all my meals

**Tell us how we're doing**

We want to hear from you! The 2024 Resident Experience Survey will be available this fall.