

# Keeping you informed

## Long-Term Care (LTC) Resident Satisfaction Survey

### What's happening?

- **The LTC Resident Satisfaction Survey is continuing for Quarter 2 between July-August for Long-Term Care communities in Fraser Health.**
- Approximately 20 care communities will be surveyed each quarter and every care community will be surveyed once per year.
- Fraser Health deployment team staff will administer the surveys.
- A member of the Fraser Health deployment team will schedule surveys with care communities. They will discuss date options, answer any questions and provide additional resources needed.

### How this may affect you?

- **You can expect to be contacted by the deployment team to schedule your survey date(s).**
- **Two surveyors from the deployment team** will be on-site during your dates to support residents and families who wish to participate.
- **Advertise the survey.** The team will send you posters in advance. Please ensure that the posters you receive are advertised and posted in common areas.
- **We will provide letter templates** to inform staff, residents and families the dates and times the deployment team will be at your care community.
- **Survey results will be returned to you** as soon as possible once surveys are completed.

### Questions?

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