

Keeping you informed

Long-Term Care (LTC) Resident Satisfaction Survey expansion

What's happening?

- **The LTC Resident Satisfaction Survey is coming to all long-term care communities in Fraser Health.**
- Fraser Health deployment team staff will administer the surveys.
- Approximately 20 care communities will be surveyed each quarter and every care community will be surveyed once per year.
- 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 deployment team will send you posters in advance. Please ensure that the posters you receive advertising the surveys are posted in common areas. Please 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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