

2021 Apotex Family Quality of Life Survey Results

92 family members responded to the Quality of Life survey in 2021



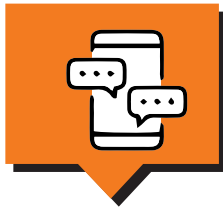
95% of families say the Apotex provides a safe and secure environment



91% overall recommendation



88% of families said they can express their opinions without fear of consequences



87% of families know who to contact with questions or issues



79% of families said their concerns, complaints or questions are followed up to their satisfaction

Residents' pain, skin care and falls risk are all managed well.

We will continue to work on....

- ✓ Providing meaningful activities
- ✓ Providing more variety in programs/activities
- ✓ Communicating program offerings
- ✓ Pleasurable meal times
- ✓ Food variety

Thank you for the feedback!