

# 2025 Apotex Family Quality of Life Survey Results

124 family members responded to the Quality of Life Survey in 2025



**99%** of families said

they can visit their family member when they choose



**96%** of families said

staff treat them with respect



**93%** of families said

they know who to contact to address care concerns



**93%** of families said

staff communicate with them in a respectful way



**90%** of families said

they would recommend this organization to others

## Improvements noted in the following areas:

- ✓ Families say they know who to contact about their family member's care
- ✓ Families say that residents have enough variety in their meals

## We will continue to work on:

- ✓ Providing personalized care that reflects each resident's preferences
- ✓ Communicating clearly and consistently with families to build trust