

Date: April 22, 2024

Attention: Residents and Family Members

RE: Results of the Annual Experience Survey

Copernicus Lodge would like to thank residents and families for responding to our annual experience survey. Our survey is just one way that we invite input from our community.

The survey is designed to provide us with information on what residents' think is working well at Copernicus Lodge and what we need to work on to improve the quality of life at our home.

Although we are no longer in a pandemic situation, respiratory infections continue. We urge everyone to follow infection prevention and control measures such as hand hygiene. We will continue to follow Public Health guidelines as needed. We remain diligent in our efforts to provide a safe environment for our residents, staff, and visitors.

Your feedback on the care, services and amenities at Copernicus Lodge and other aspects of living/being involved with the home is valuable to us and we use it to guide our improvement opportunities.

Based on your feedback, we will focus on the quality initiatives in some of the following areas over the next year:

- Food and Dining
- Recreation/Activities
- Care Provision
- Communication

Once finalized with both the Resident's Council and Family Council, the detailed quality initiatives will be shared publicly on our website.

Thank you once again for your input. There are other ways you can participate at Copernicus Lodge. Volunteering or participating on various committees bring your perspective to our work. If you are interested, please contact the Rasheeda Headley, Programs and Services Manager at extension 253.

Best Regards,

Copernicus Lodge Leadership