



COUNTY OF WELLINGTON

COMMITTEE REPORT

To: Chair and Members of the Information, Heritage and Seniors Committee
From: Peg Muhlbauer, Wellington Terrace LTCH Assistant Administrator
Date: Wednesday, February 15, 2023
Subject: **Wellington Terrace Resident Satisfaction Surveys**

Background:

Wellington Terrace continues to commit to a high level of resident satisfaction. From the time the resident arrives in our Home to their end of life experience, we evaluate our care and service through surveys.

We use the data to create our quality improvement plan and share the feedback, comments and results with families, residents and staff. We are very proud of the high level of satisfaction and take great pleasure in celebrating these successes with our staff.

Recommendation:

That the Wellington Terrace Satisfaction Surveys be received for information.

Respectfully submitted,

A handwritten signature in cursive script, reading 'Peg Muhlbauer'.

Peg Muhlbauer
Wellington Terrace LTCH Assistant Administrator