



THE ELLIOTT COMMUNITY

2024 RESIDENT & FAMILY SURVEY

KEY RESULTS & ACTION PLAN

TOP SUCCESSES

- Residents and families would recommend The Elliott to their family and friends
- Friendly, attentive, professional, respectful care team who care for resident's wellbeing
- Safe and secure home

GOALS

- Enhance person-centered approach and resident engagement
- Elevate resident's dining experience
- Improve access to information about The Elliott Community and our team members for residents and families

ACTION PLAN

- Work towards achieving accreditation in the Butterfly Approach in our foundational home areas
- Expand the Butterfly Approach social model of care in more home areas
- Track food temperatures within meal audits to ensure optimal temperatures during dining service
- Create a synopsis of responsibilities and contact information for key team member roles for ease of understanding who to contact
- Develop a frequently asked questions (FAQ) page for residents and families for quick access to information
- Plan consistent updates and distribution of resident and family information resources