



## *2023 Employee Engagement Survey Results Action Plan*

**Topic or Question:** *"There is effective cooperation across departments and shifts."*  
2023 Survey Score: 54%

2024 Goal: Berkshire Care Centre will build a culture that fosters teamwork and collaboration among its team members and have an improved response to "There is effective cooperation across departments and shifts." from 54% in 2023 to 70% in 2024's Team Member Engagement Survey.

Action Items:

1. Berkshire Care Centre will establish the "shadow me program", and how the program will work and will have its official name by the end of the First Quarter.
2. Berkshire Care Centre will create a feedback form that will be completed by each team member involved by the end of the Second Quarter.
3. Berkshire Care Centre will re-evaluate the program by the end of 3rd quarter (End of September).



## *2023 Resident Satisfaction Survey Results Action Plan*

**Topic or Question:** *I can access my trust account whenever necessary.\**

2023 Survey Score: 67%

*\*Topic chosen by Resident Council last November 2023*

2024 Goal: Residents at Berkshire Care Centre will have an improved response to " I can access my trust Account whenever necessary" from 67% in 2023 to 80% in 2024's Resident Satisfaction Survey

Action Items:

1. Communication with residents and families regarding how Trust Accounts work on admission and with current residents through Resident Council meetings will be completed as part of the first Quarter of 2024
2. When the Business Office Manager (BOM) is away, notices will also be shared with reception, through email and posted so residents and family know who can access the trust accounts when BOM is away. This process will start now with any LOAs. This will be started in the first Quarter and ongoing throughout the year.
3. Satisfaction will be evaluated in Quarter Three through resident council discussions.