



2026 RESIDENT EXPERIENCE SURVEY

Feeling safe, feeling respected.

Each year, we ask residents across Northwood to tell us how everyday life feels, in their own words and on their own terms. Here's a quick look at what residents told us in 2026.

93%

of residents feel physically safe living at Northwood

84%

steady with 2025

rated their overall experience positively

211*

80% response rate

residents shared their voice this year

+13

points of growth in staff honouring residents' personal routines and preferences, the biggest gain of any area in 2026

91%

of residents feel comfortable at Northwood and have equal access to the care and services they need



What grew stronger

- Staff honouring residents' routines, preferences, and what brings them joy saw the biggest improvement of any area this year.
- Residents felt more able to access medical help when they needed it, and more confident in their privacy and the safety of their belongings.
- No area saw a meaningful decline in 2026, a sign of real consistency across the board.

Where we're focused next

- Awareness of how to engage with the Resident and Family Advisory Council remains our clearest opportunity, even after improving this year.
- Dining experience and making sure care information is easy to understand are also areas we're actively working to strengthen.

Thank you for sharing your voice.

Every survey response helps shape how we support residents across Northwood. These results, and the feedback behind them, guide our action plan for the year ahead.

Results reflect 211 resident responses collected across Northwood's Halifax, Bedford, and Ivy Meadows campuses in 2026.

** Reflects residents with the capacity to complete the survey.*