

# FRIEDMAN PLACE

## 2018 RESIDENT SATISFACTION SURVEY SUMMARY

In the spring of 2018, seventy percent of the residents participated in a satisfaction survey. Nursing students met individually with each resident to best assure openness and anonymity. The results below are compared to previous surveys going back to one conducted in the fall of 2013, just prior to the Agency undertaking a major reorganization. Some new questions were added to the survey in recent years so some data are not available with which to compare.

### HIGHLIGHTS

In 2018, the residents of Friedman place reported that they were generally extremely satisfied with their home and the services that they receive and that their overall levels of satisfaction have in most cases improved over time.

#### Physical Environment

Overall, residents are extremely satisfied with their apartments, common areas, and quality of housekeeping, with almost all of the ratings being at the highest possible level.

#### Activities

Overall, residents are very satisfied with the available activities and outings and feel that they have opportunities to give input into their selection and planning.

#### Food Services

Overall, residents are very satisfied with the meals and service. Nearly all residents said that the quality of meals is good or very good, that the portion sizes are appropriate, that the servers are courteous and helpful, that the meals are served promptly and that the locations of food on the plate is adequately described by the servers (which is important for someone who cannot see).

#### Healthcare and Social Services

Overall, residents are extremely satisfied with the services provided by nurses, certified nursing assistants, social workers, and others, with almost all ratings being at the highest possible level.

### General Input and Awareness

Overall, residents agree strongly that policies and procedures are clear and that they are comfortable asking staff when they have questions and that they have the opportunity to express concerns. Although 72% of residents agreed or strongly agreed that policies and procedures are applied in a fair, firm, and consistent manner, this is an area where the score is not as high as the Agency would like.

### Staff Relations

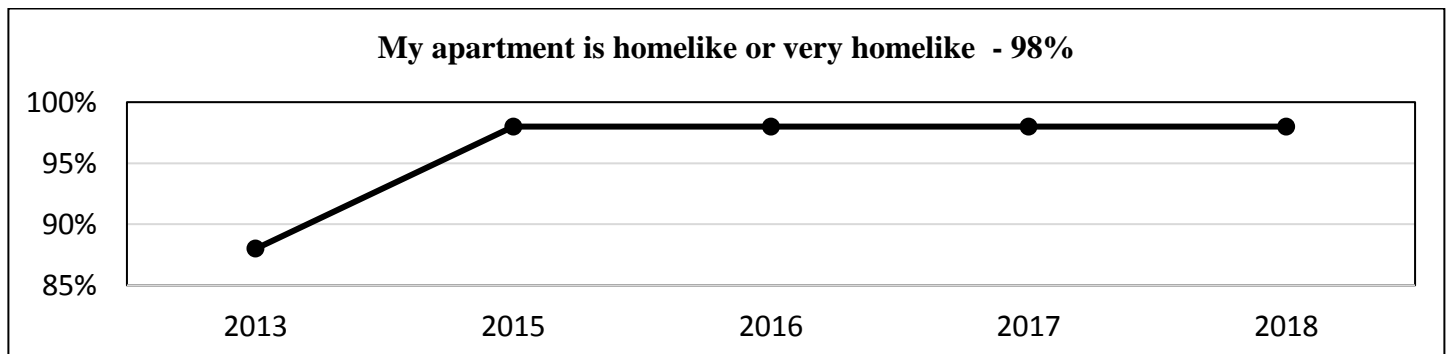
Overall, residents feel extremely strongly that their relationships with staff are extremely positive, with nearly all indicating a very high level of trust in staff and that staff are courteous and helpful. While fluctuating somewhat, this level of satisfaction has remained relatively unchanged for the past several years.

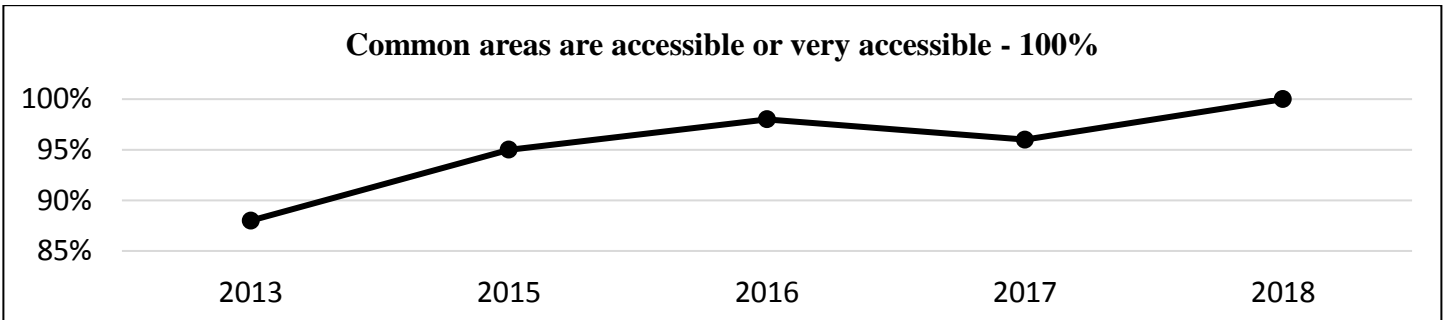
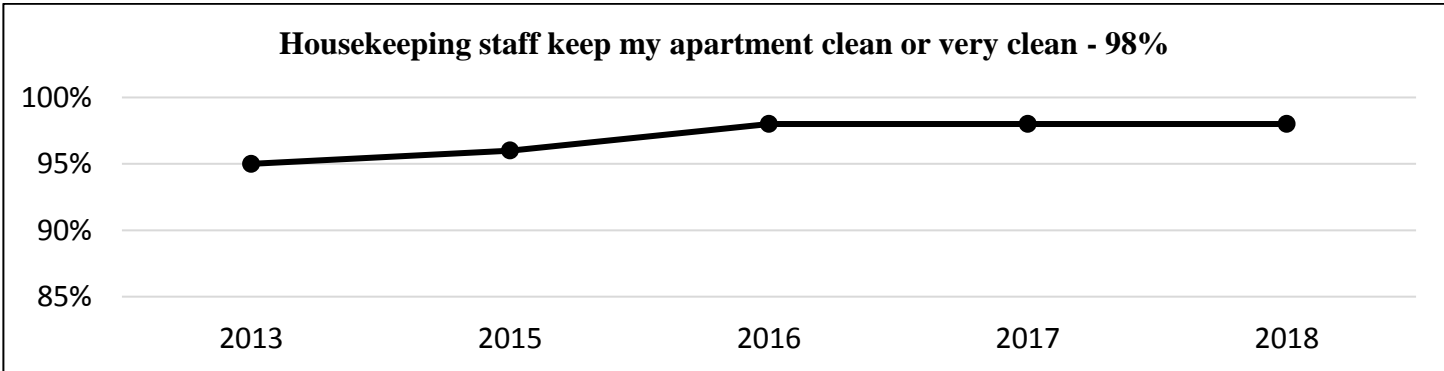
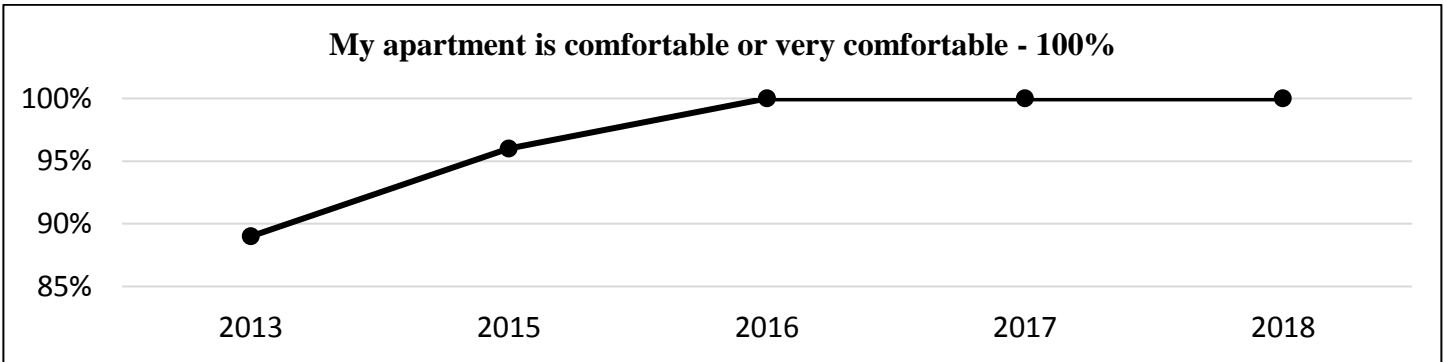
### Quality and Goals

Overall, residents are extremely satisfied with issues of quality and goal-achievement, with nearly all giving the highest ratings possible to questions regarding the agency improving their lives, achieving personal goals, the freedom to make their own decisions, feeling safe, and whether they would recommend Friedman Place to other people who are blind or visually impaired. While fluctuating somewhat, this level of satisfaction has remained relatively unchanged for the past several years.

## **PHYSICAL ENVIRONMENT**

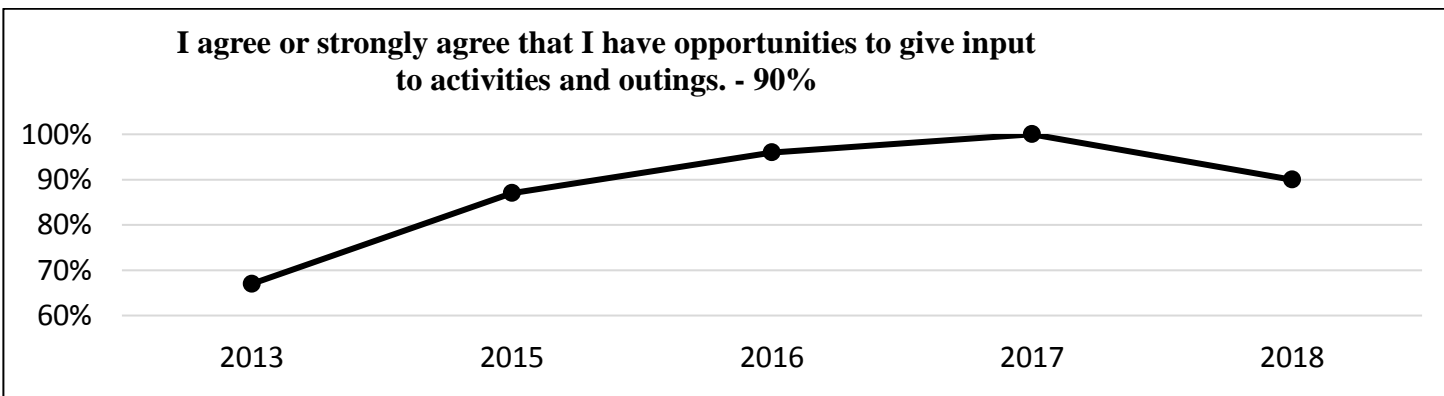
Each resident lives in an individual studio or one-bedroom apartment (one-bedrooms are usually for couples), which includes a kitchenette and a full bathroom. There are a variety of Activity Rooms and Exercise Rooms throughout the building, along with a main Dining Room, Computer Lab, Weaving Studio, and outside patios.



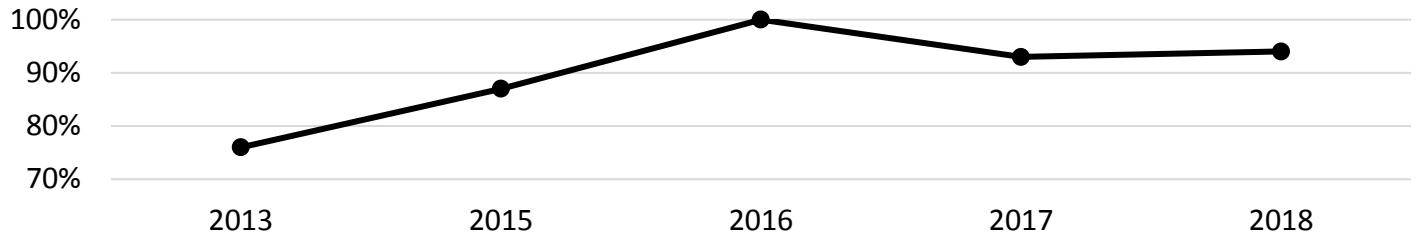


**ACTIVITIES**

A wide range of activities are provided inside and outside of the building, including weaving, music, theater, shopping, Uno, Bingo, bowling, exercise, religious services, advocacy group, movies, etc.



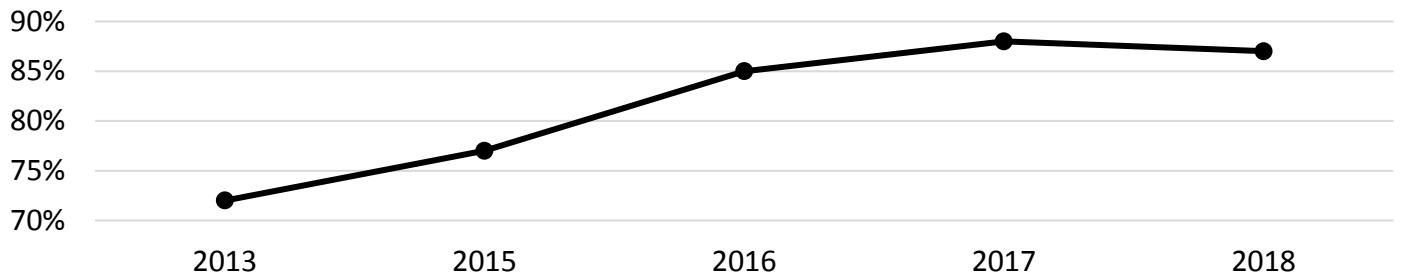
**The activities and group outings are good or very good - 94%**



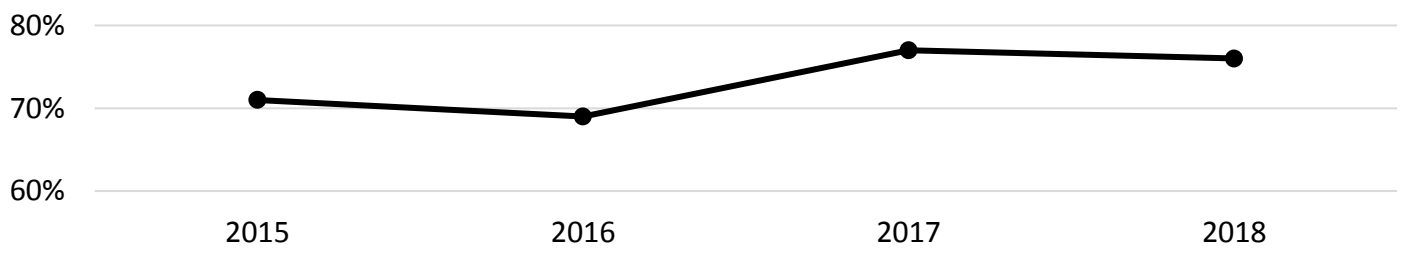
**FOOD SERVICES**

Three meals plus an evening snack are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal. A “healthy choice” option is always available.

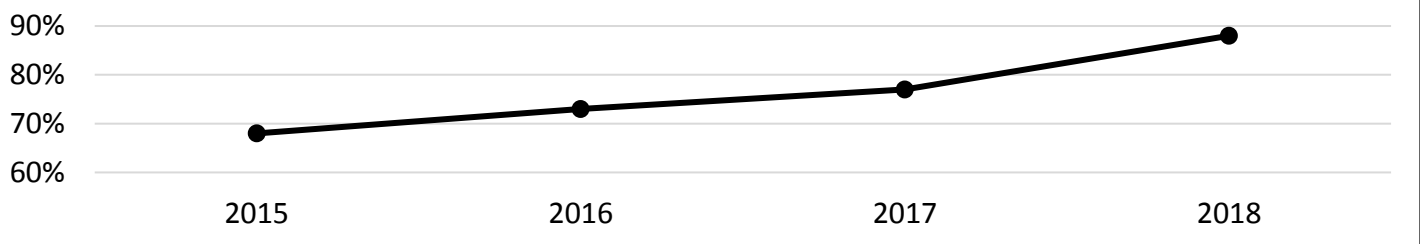
**The quality of meals here is good or very good - 87%**



**I am satisfied or very satisfied with the flavor of the food - 76%**



**I am satisfied or very satisfied with the time it takes to be served - 88%**



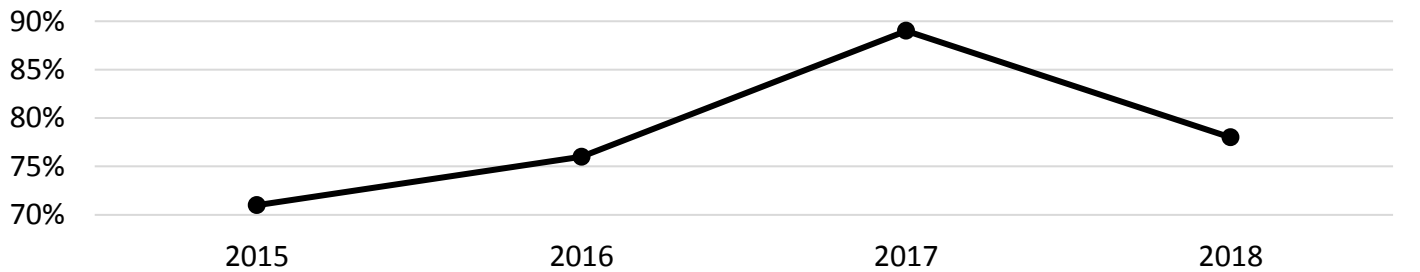
**I agree or strongly agree that the servers are courteous, informative, and responsive to requests for assistance - 94%**



**I agree or strongly agree that the meals are presented in a manner that lets me know where the different foods are located on the plate and where the drinks and utensils are located - 78%**



**I agree or strongly agree that the meal portion sizes are appropriate (i.e., neither too large nor small) - 78%**

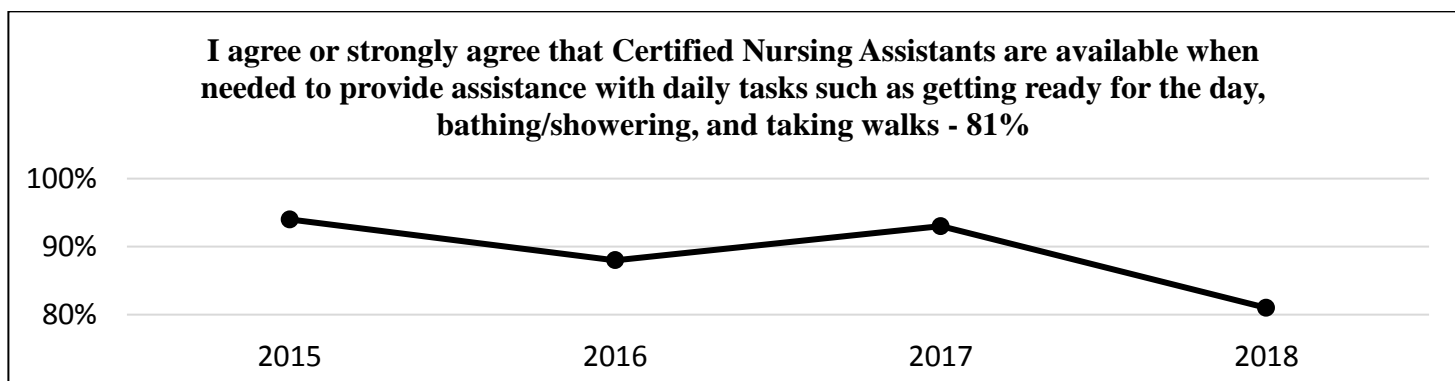
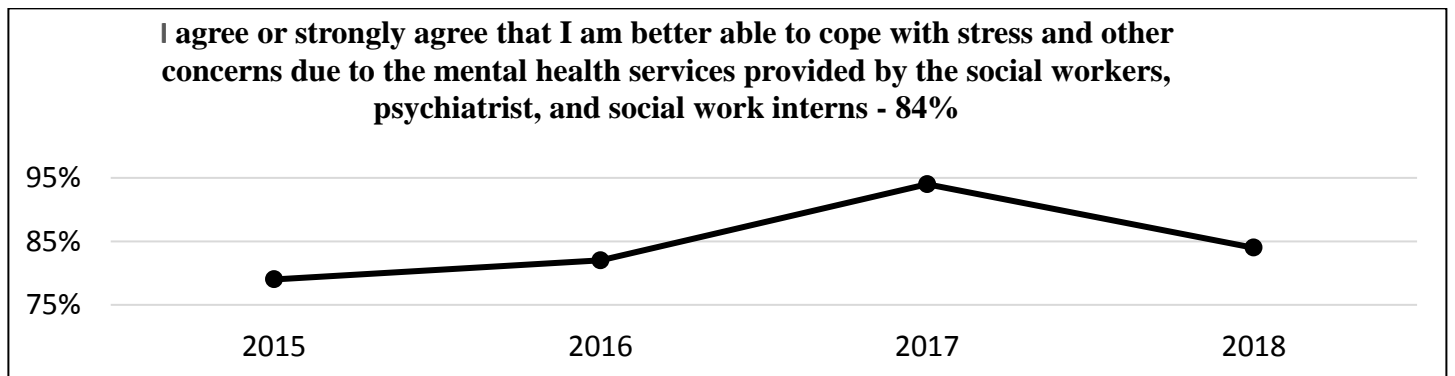
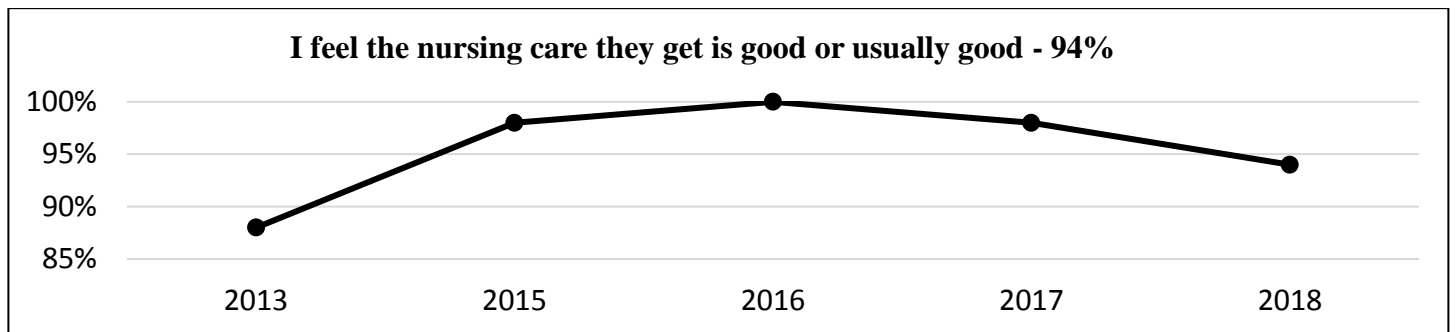
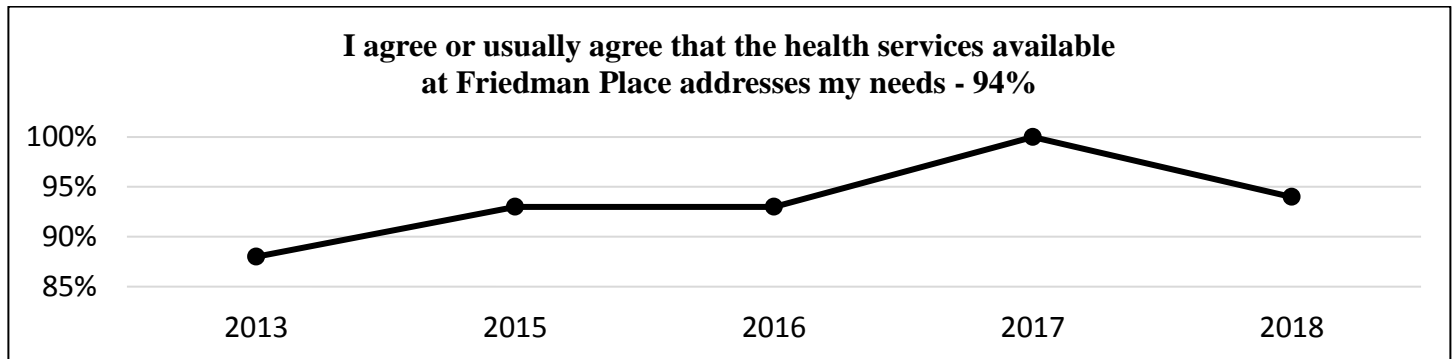


**I agree or strongly agree that the food is properly cooked (i.e., neither overcooked nor undercooked) - 81%**

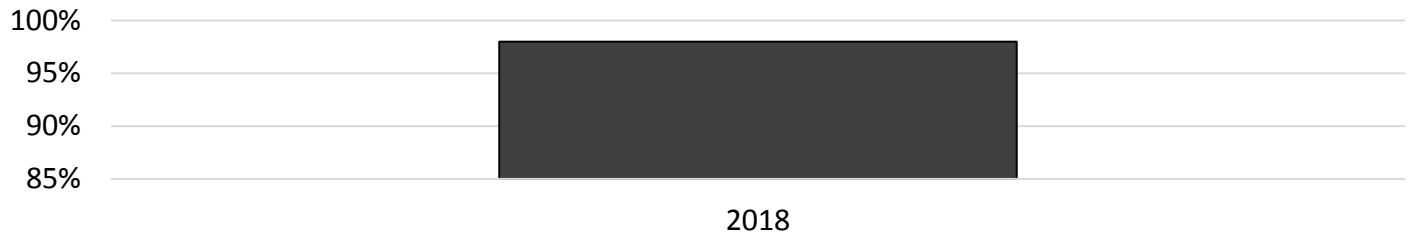


## **HEALTHCARE & SOCIAL SERVICES**

A wide range of healthcare and social services are provided in the building by our own nurses, certified nursing assistants, and social workers as well as outside providers including dentists, ophthalmologists, an internist, a podiatrist, and a psychiatrist.



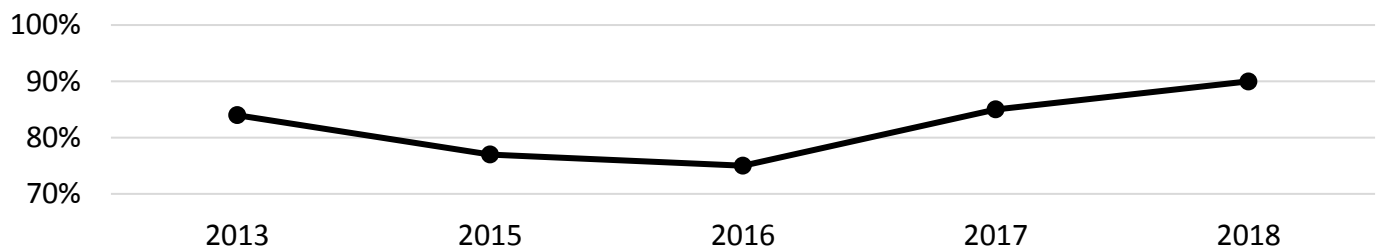
**I am satisfied or very satisfied with the services that I received from the Certified Vision Rehabilitation Therapist - 98%**



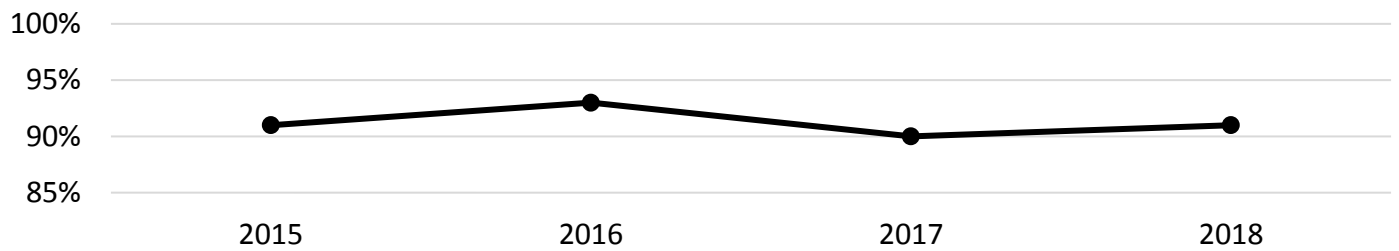
Note: This is fairly new position and this is the first year that this question appeared on the survey.

**GENERAL INPUT AND AWARENESS**

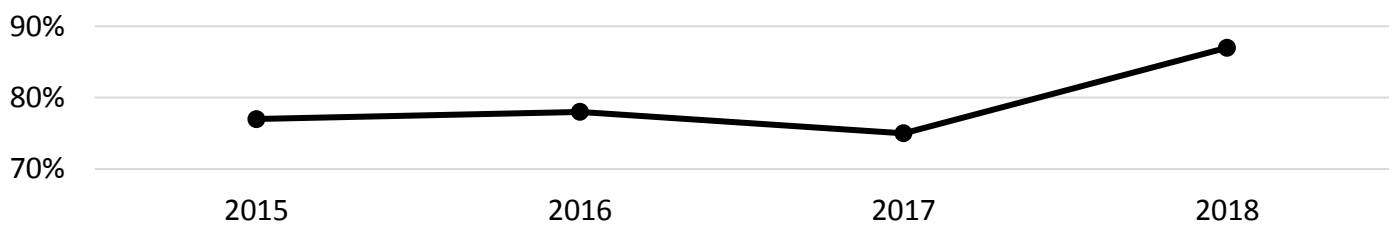
**The agency policies and procedures are clear or very clear to me - 90%**



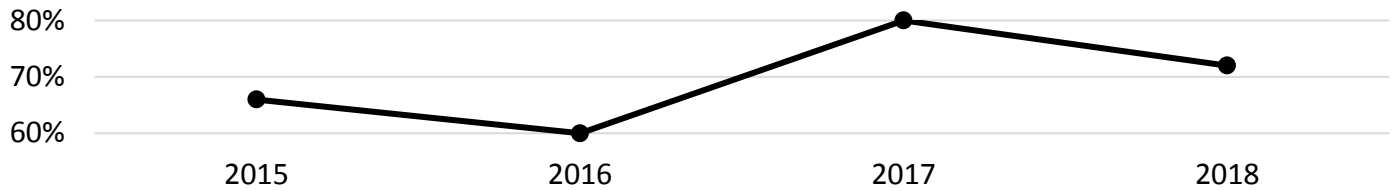
**I am comfortable or very comfortable asking staff about a policy or procedure when I have a question. - 91%**



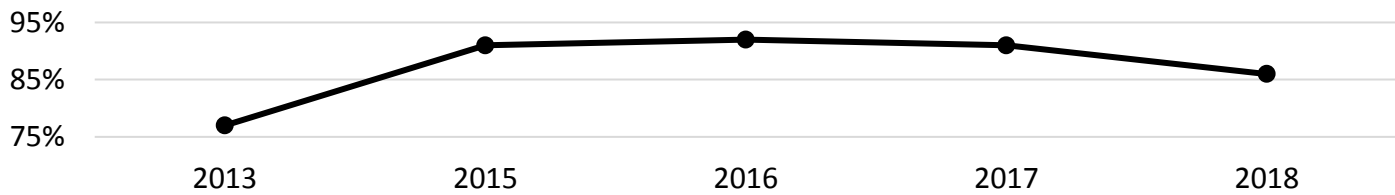
**I agree or strongly agree that I have opportunities to give input into agency policies and procedures - 87%**



**I agree or strongly agree that the policies and procedures are applied in a fair, firm, and consistent manner - 72%**



**I agree or strongly agree that I have an opportunity to express concerns - 86%**

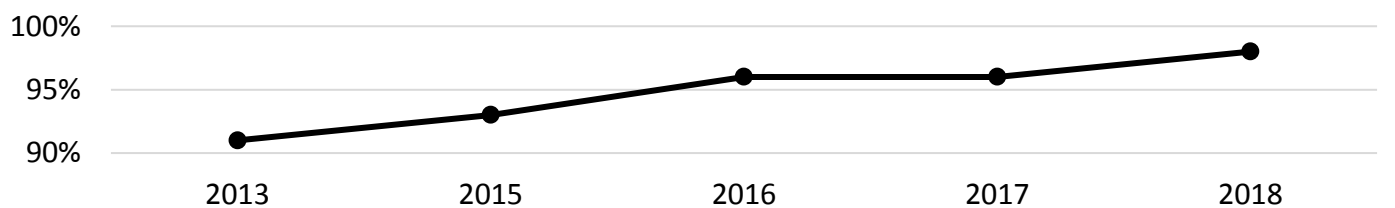


### **STAFF RELATIONS**

**I agree or strongly agree that I feel a sense of trust in staff - 88%**

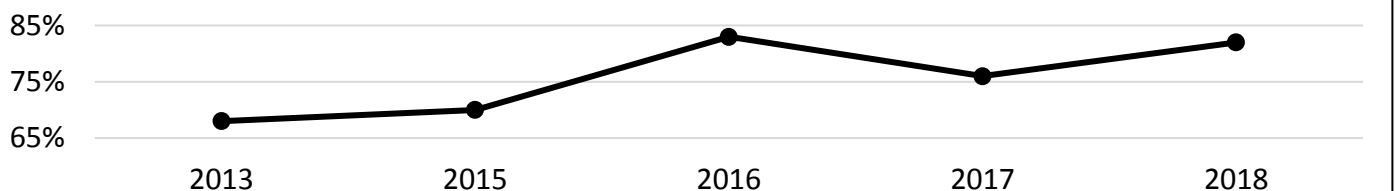


**I agree or strongly agree that the staff are courteous and helpful - 98%**



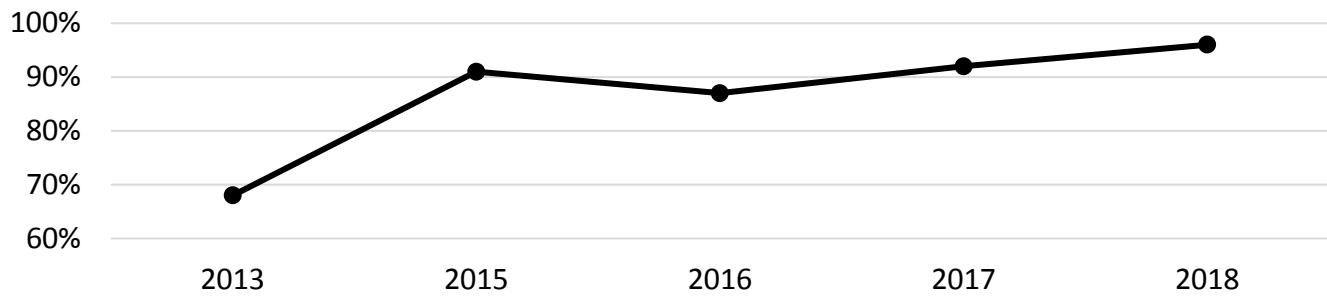
### **QUALITY AND GOALS**

**I agree or agree or strongly agree that Friedman Place has connected me to services not offered in the building but offered in the community - 82%**

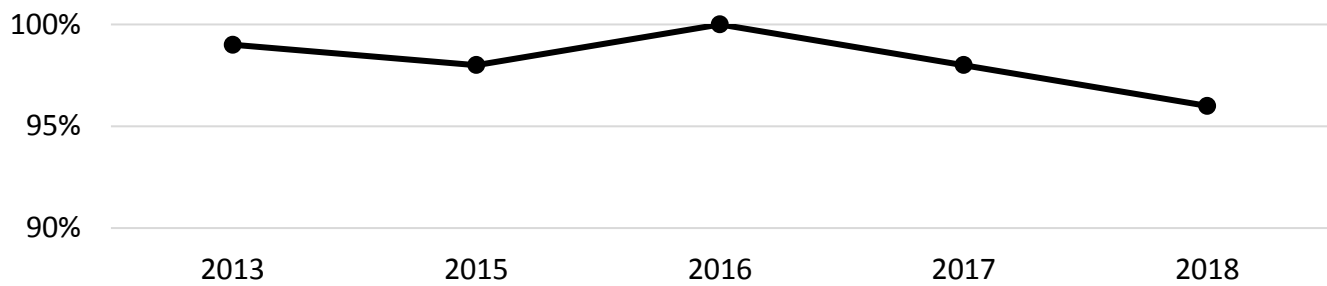




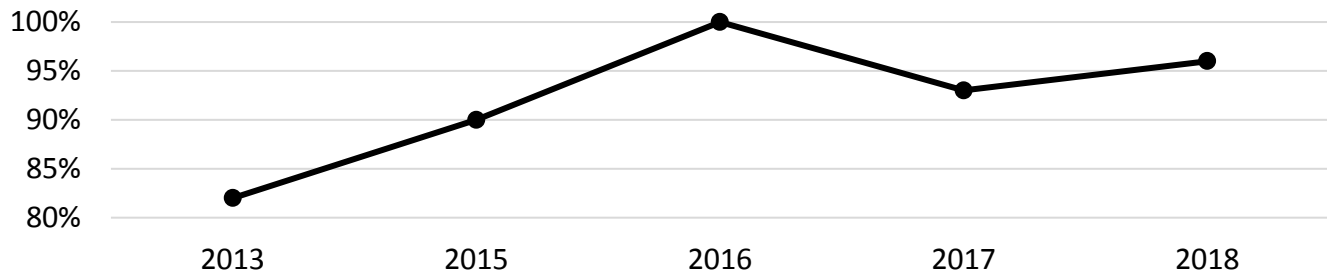
**I agree or strongly agree that Friedman Place has helped me meet my personal goals - 96%**



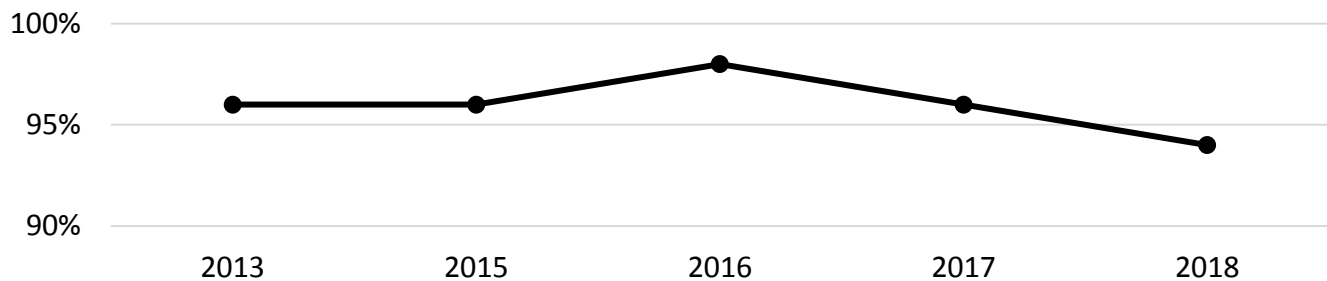
**I agree or strongly agree that I make my own lifestyle decisions - 96%**



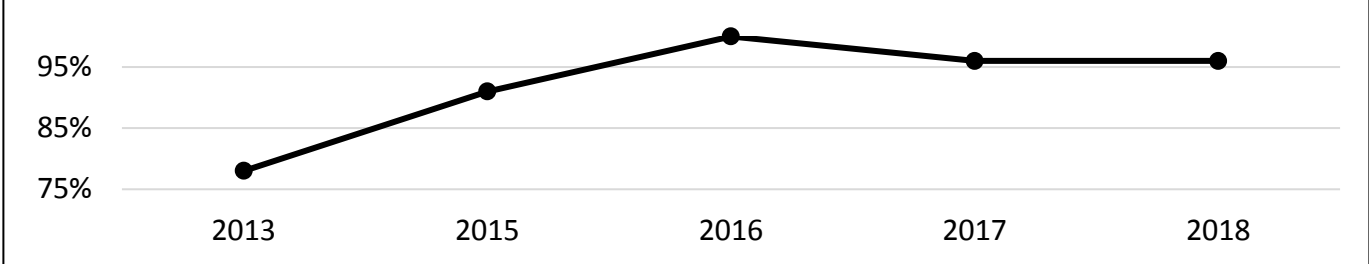
**I agree or strongly agree that the agency has improved my quality of life - 96%**



**I agree or strongly agree that I feel safe here - 94%**



**I agree or strongly agree that I would recommend  
Friedman Place to other adults with visual impairments - 96%**



## **COMMENTS**

1. Food lacks enough flavors. Too bland. I understand that there are many residents that cannot have salt or other seasonings but maybe they could provide a choice of food that is properly seasoned with no restrictions on salt or other seasonings. Food is always over cooked. Maybe offer the ability to have foods cooked to order. Dinner times are too early.
2. I would recommend Friedman to any person with visual impairments that wants independence.
3. The distribution of food is not fair and consistent. It also seems that they are cutting back on food and some other services but that they have the money to renovate areas of the building. I also feel that they are not as compassionate as they used to be. They stress independence so much that they lack compassion. I also feel that the director does what he wants and that the residents don't really have a say. I think the director should go.
4. I like being at Friedman Place and recommend it. The housekeeping needs to be more thorough.
5. The doors are always open and the front desk closes early. A lot of residents aren't heard when they express their concerns, so it's not worth expressing.
6. Please get the internet to work better because it does do down quite often.
7. Lighting needs to be improved in common areas. (brighter or blue-tinted bulbs) The yellow tint bulbs make it difficult to see in cafeteria, activity rooms, and halls. The variety of meals offered could be better. Meals suggested by residents should be considered and implemented. Less strict rules around servings and limitation of choices. Not all residents require a restricted diet.
8. I would like to see better security for all of the residents.
9. They need to work with more people with disabilities, rather than just blindness, (e.g., Cerebral Palsy). The wifi is slow. The food portions are too large.
10. The kitchen service needs to communicate more clearly and they need to be more informed on the meals The CNA's are no longer interacting with me so much but when they do they are really good. There are not enough CNA's to adequately meet the needs of the residents. The residents look at the staff as part of the Friedman family, and when a staff person leaves, its emotionally painful because residents look at the staff as part of the Friedman family.
11. Residents can be disrespectful, nosy, cause a lot of drama and get in my personal space.
12. Better lighting for the residents with some vision. Causes strain on the residents who can see.
13. I like the variety of activities.
14. I would like a fire pit or fireplace to have fun and roast marshmallows. I would like more staff members around who are available to walk with me and help out.

15. Very caring and competent staff.
16. I would appreciate if there were more volunteers to fix appliances Provide free transportation to and from appointments and certain events. Mend clothes with holes or missing buttons
17. Feels like a hotel not a home. Kitchen needs more options. Potato wedges seasoning is too spicy. Could offer more counselors. It would nice to have someone to talk to that will always be there. Would like a bus with a working lift. Some residents are left behind because the lift doesn't work. Would like a few more CNAs to help. One of my visitors has been temporarily restricted from coming here and it doesn't feel like I was offered a fair substitute. I wish Friedman Place would have listened to me more and not restricted my visitor's rights. More lights outside and at night. Try to make more food so it doesn't run out and make sure it's not undercooked.
18. When it comes to the staff, please listen to us more thoroughly when we are coming to you for concerns and problems. We need to feel like we matter and we have a voice that we are not only residents but people too. It's different when you just work here but we live here. It shouldn't be a division between you and us. We should be together as a unit. There should be at least 2 more CNAs. The nurses are wonderful. I should feel free about what I want to feel and I shouldn't feel like I'm going to a psychiatrist if I say something. I would like it if when you season the food, that you use more wholesome seasonings, not salt. There should be more variety of activities inside Friedman place. I would like to make more art for the walls so it feels more homelike so people can see what we do. I think that Friedman is a beautiful place, but we should try as a people to understand the impairments of the hearing impaired and blind. There should be a sign language class and speech class. I would also like the option of different scents for my room.
19. If residents says where they want to go for outings, they would appreciate if staff would go and check out the place, find how much it would cost, not just saying no right away. Activities staff are not always fair. I would like to see food warmer for all meals. Portion size too small.
20. We need more women CNA's. We have a bad shortage of women CNA's.
21. We need to severely improve the food here. There needs to be more flavor in the food. This place is great to live. I feel at home. People help and I've made friends. I feel like we are a family at Friedman Place. This is the best place I've been.
22. I have been looking for a job and haven't found the staff helpful. Thermostat does not have braille. I want to go on more walks.
23. I do not like the fact that there are residents that are treated better than other residents. I do not like that the staff has favorites
24. Seems like the staff want us be to be overly independent. They sometimes say they cannot do certain things for us. Doesn't always feel wanted. The staff won't help with reading because of all the available adaptive equipment in the building.
25. I would like to know more about what is going on outside of Friedman Place. I like to spend time outside. The signal keeps going out lately on my TV.
26. Happy with the volunteers that help take me on walks and other outside activities outside Friedman place. Happy with all volunteers. Likes that nothing stays on the floor. Really likes the food. Happy with the access to coffee.
27. Residents hanging out in lobby too much (They don't have enough to do. Resident talking loudly across the dining room to another resident. Alexa installed in activity rooms is great.

Located on the northwest side of Chicago, Friedman Place is a nonprofit residential supportive living community – essentially an assisted living organization - that serves adults aged 22 and up who are blind or visually impaired. The agency's beginnings go back to 1935; the year 2018 was our eighty-third of serving low income adults who are blind or visually impaired. The agency's services are provided in a larger building that was purchased and renovated in 2004 and a smaller one next door that was purchased in 2015. Each resident lives in his or her own apartment - there are 81 in the building – each with a full bathroom and kitchenette. Seventy-four of the apartments are (one-person) studios and seven (one- or two-person) one-bedrooms, so at full capacity the building could hold eighty-eight residents.

The building is specially designed for people with visual impairments such as special lighting; changes in floor textures; high-contrast paint colors; handrails; and "talking" elevators so residents may move about safely and freely while at home.

Staff, specially trained to work with adults with visual impairments, provides social work and nursing services; housekeeping; meals; and a variety of programs and activities fitting resident needs and interests. The organization is led by a volunteer board of directors.



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