

# FRIEDMAN PLACE

## 2017 RESIDENT SATISFACTION SURVEY SUMMARY

In the spring of 2017, sixty-two percent of the residents participated in a satisfaction survey. Several interns 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 organizational reorganization. Many new questions were added to the survey in recent years so some data are not available with which to compare.

### HIGHLIGHTS

In 2017 the residents of Friedman place reported that they were generally very 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

Residents are overall extremely satisfied with their apartments, common areas, and quality of housekeeping, with almost all of the ratings being at the highest possible level. This level of satisfaction has been maintained relatively unchanged for the past several years.

#### Activities

Residents are overall very satisfied with both the available activities – with all giving the highest ratings to the question of being generally satisfied and nearly all indicating that they are satisfied or very satisfied with their opportunities to give input into activities and outings.

#### Food Services

Residents are overall very satisfied with the meals but there are areas where the scores are not as high as desired. Nearly all of the residents say that the quality of meals is good or very good, that the portions are appropriate sizes, and that the servers are courteous and helpful. But, only about three-quarters are satisfied with the flavor of the food, how long it takes to be served, and whether 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

Residents are extremely satisfied with the services provided by nurses, certified nursing assistants, social workers, and others, with almost all of the ratings being at the highest possible level. While fluctuating somewhat, this level of satisfaction has remained relatively unchanged for the past several years.

### General Input and Awareness

The majority of 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. But, there are areas where the scores are not as high as the Agency would like, such as only about three-quarters of the residents giving the highest ratings to having opportunities to give input into policies and procedures and whether they are applied in a fair, firm, and consistent manner.

### Staff Relations

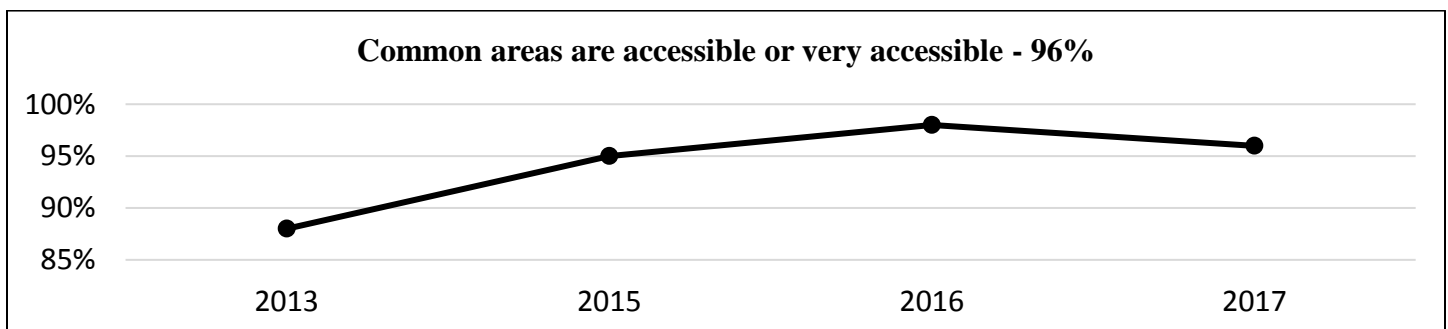
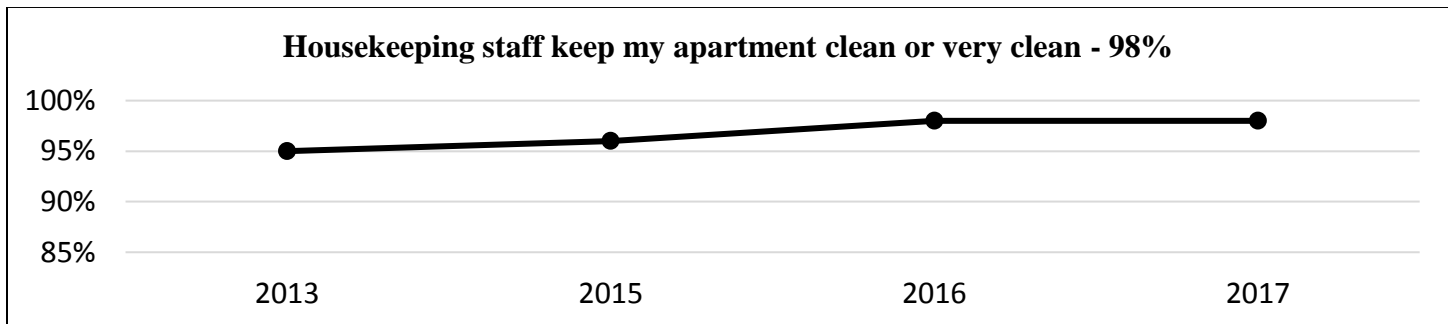
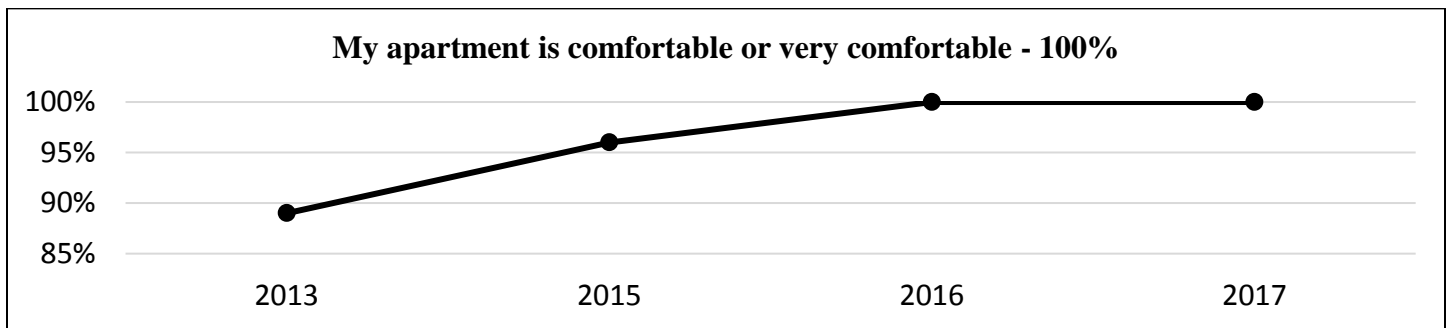
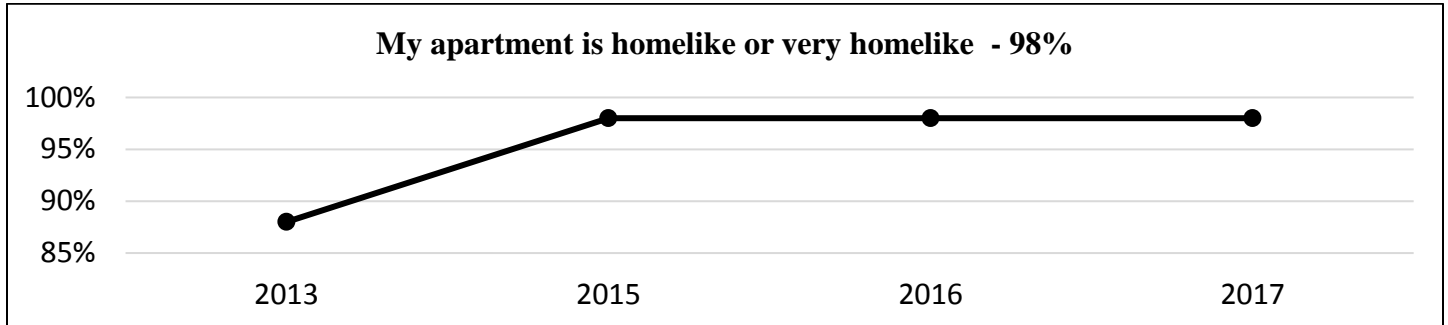
Residents feel that relationships with staff are extremely positive, with nearly all indicating a very high level of trust in staff and that staff are courteous and helpful. While fluctuating somewhat, this level of satisfaction has remained relatively unchanged for the past several years.

### Quality and Goals

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.

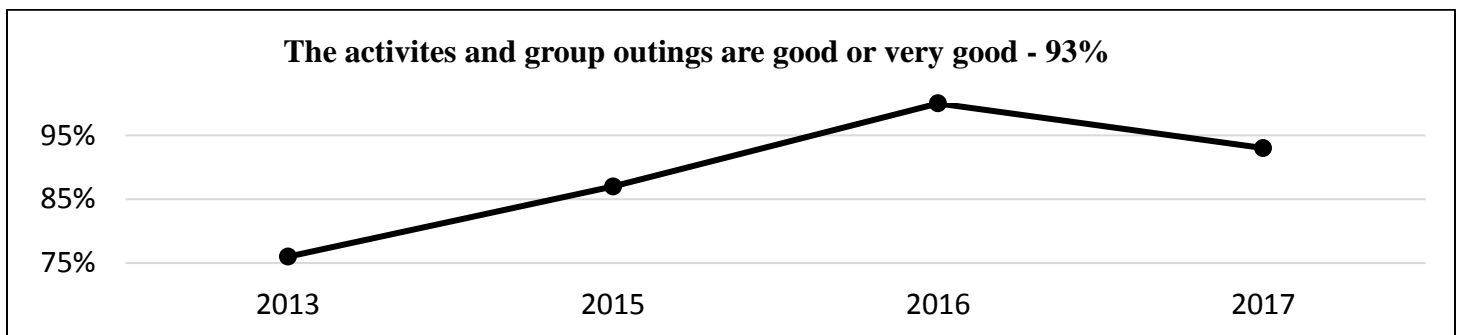
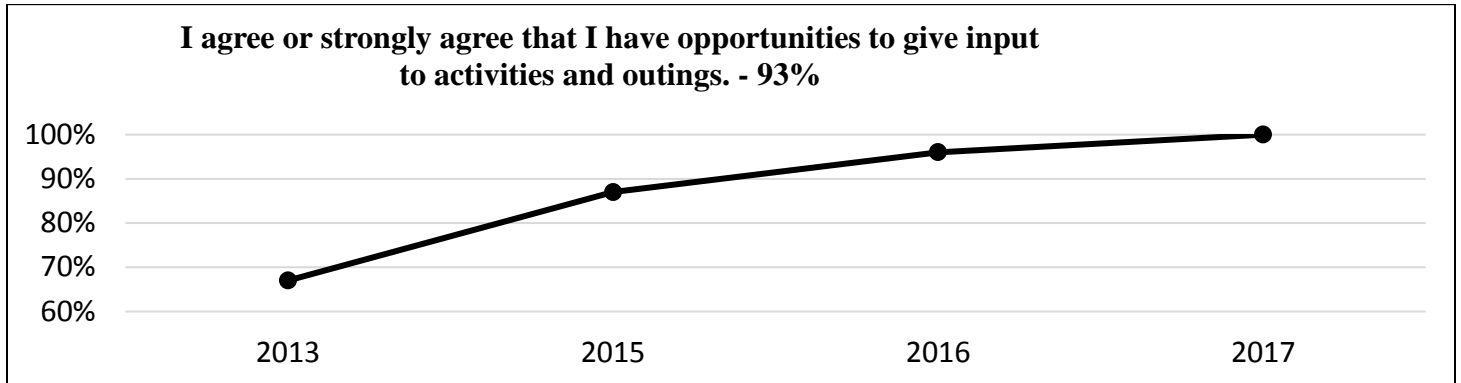
## **PHYSICAL ENVIRONMENT**

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 terraces and patios.



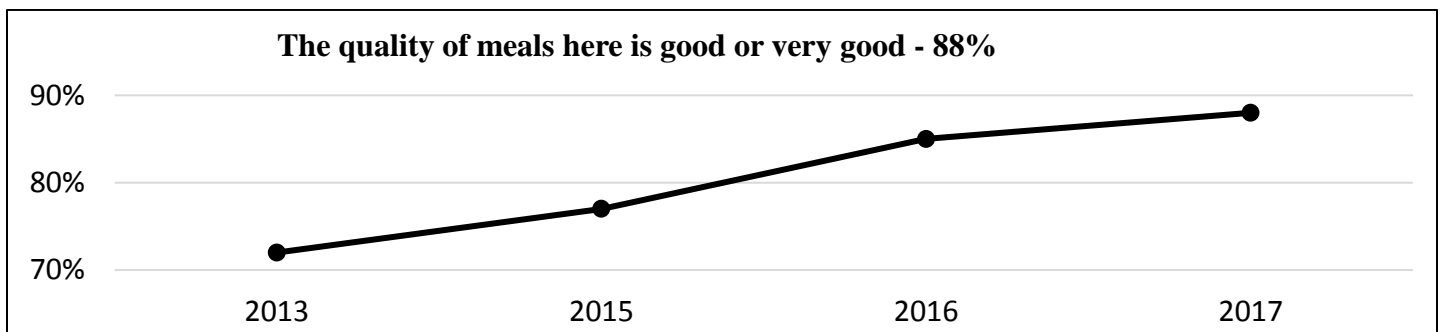
## **ACTIVITIES**

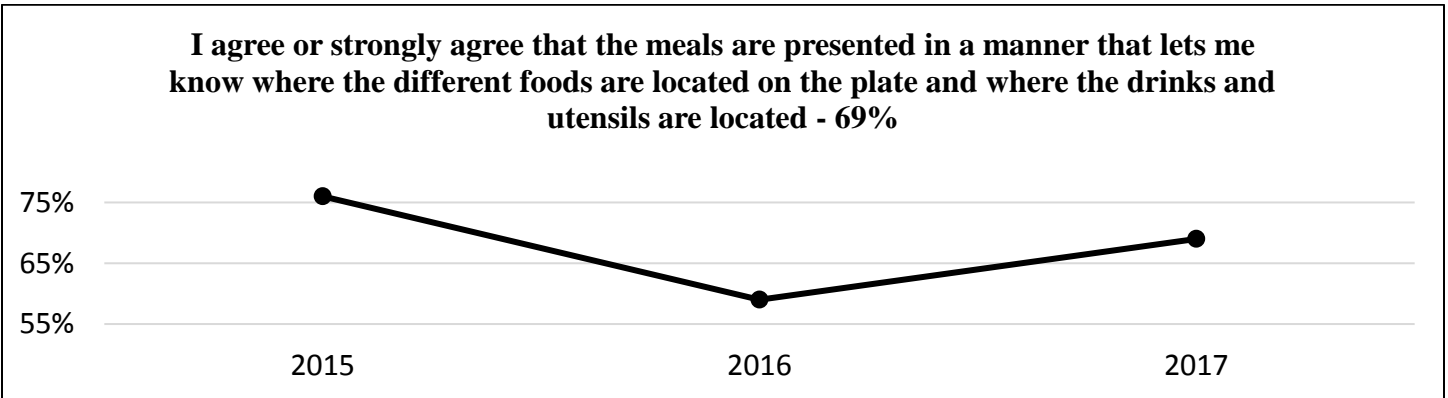
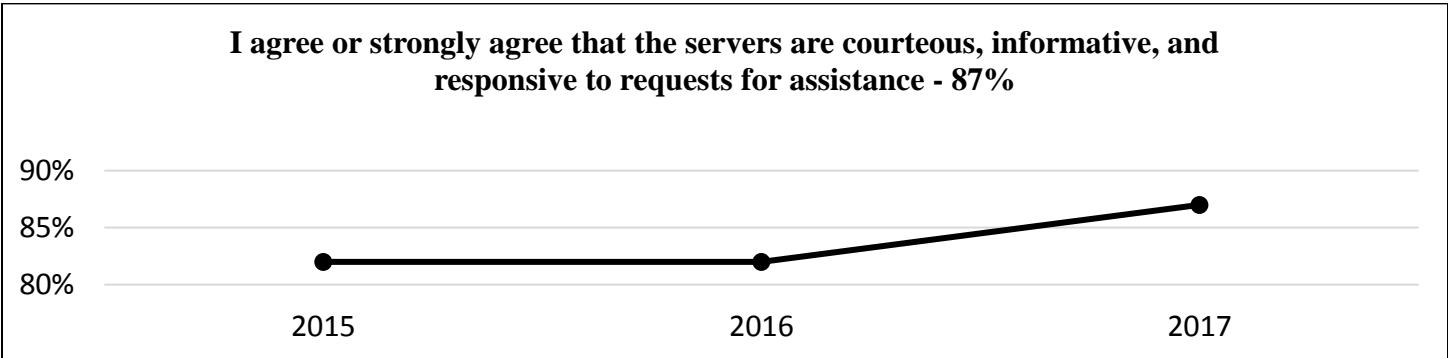
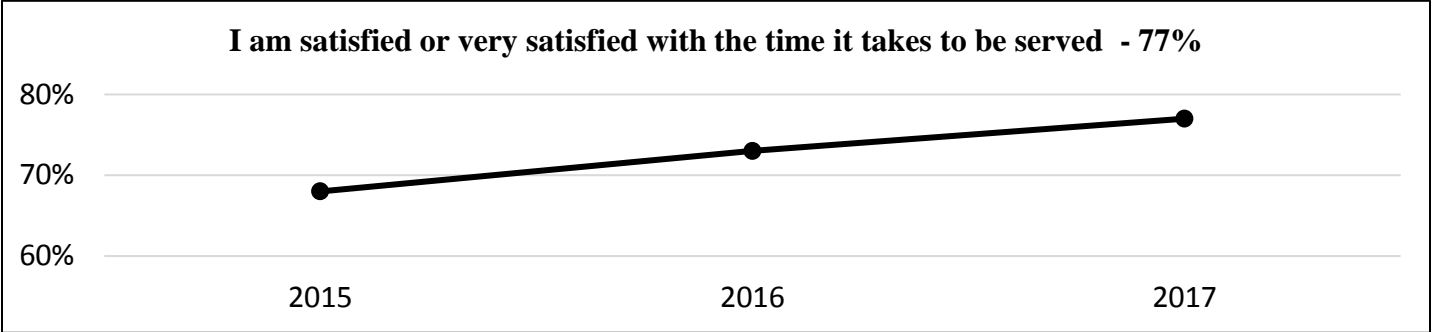
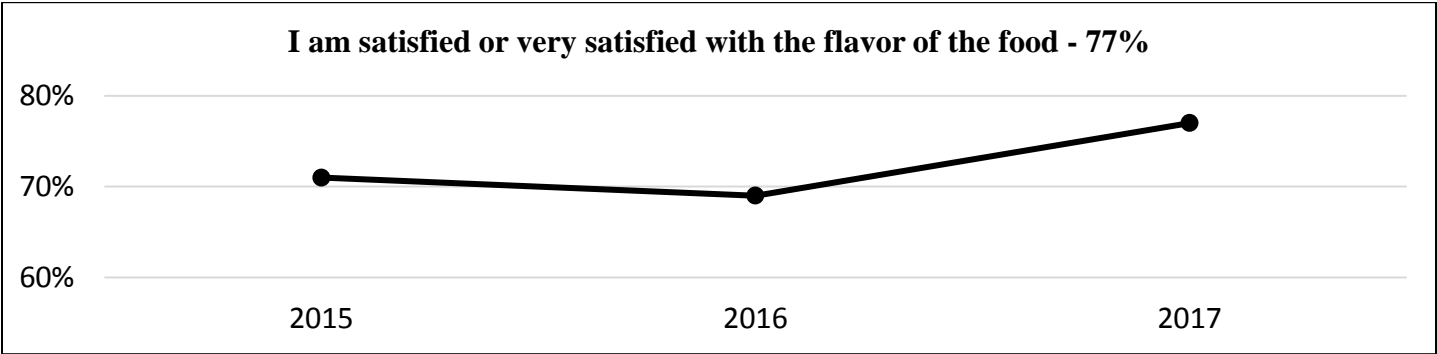
A wide range of activities are provided inside and outside of the building, including weaving, music, theater, shopping, Uno, Bingo, bowling, exercise, religious services, advocacy group, movies, musical history, etc.

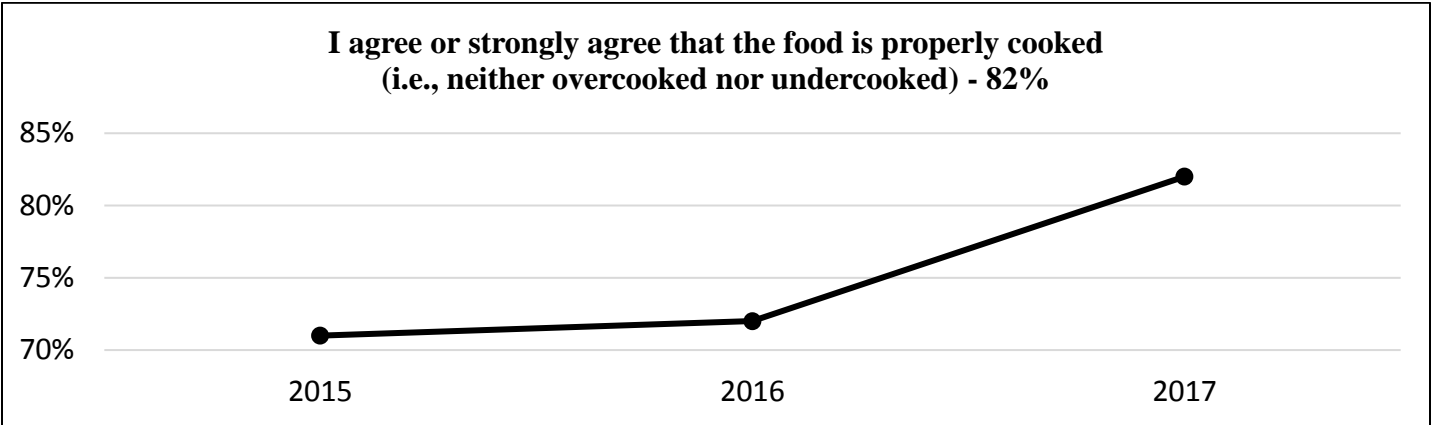
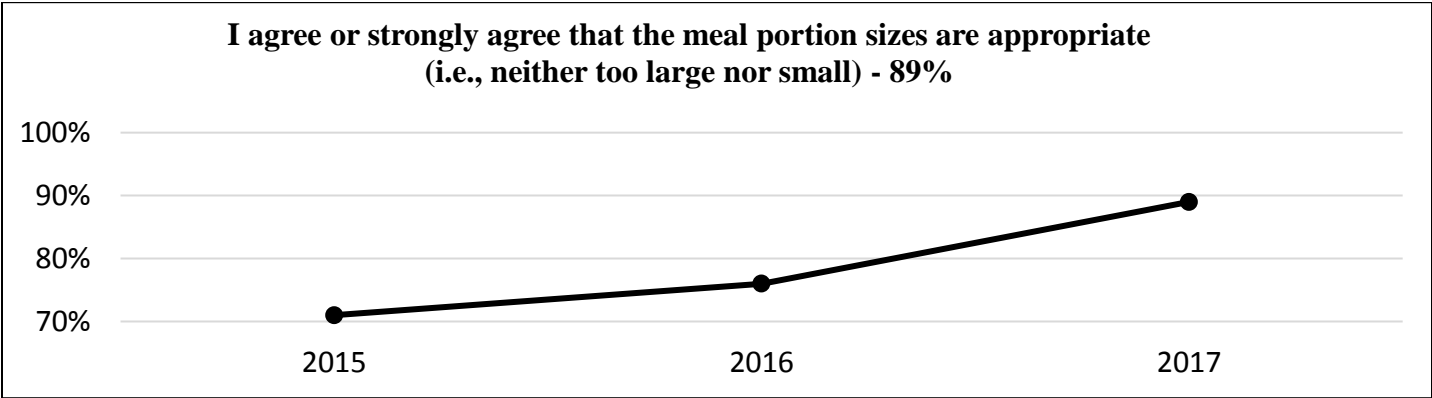


## **FOOD SERVICES**

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.

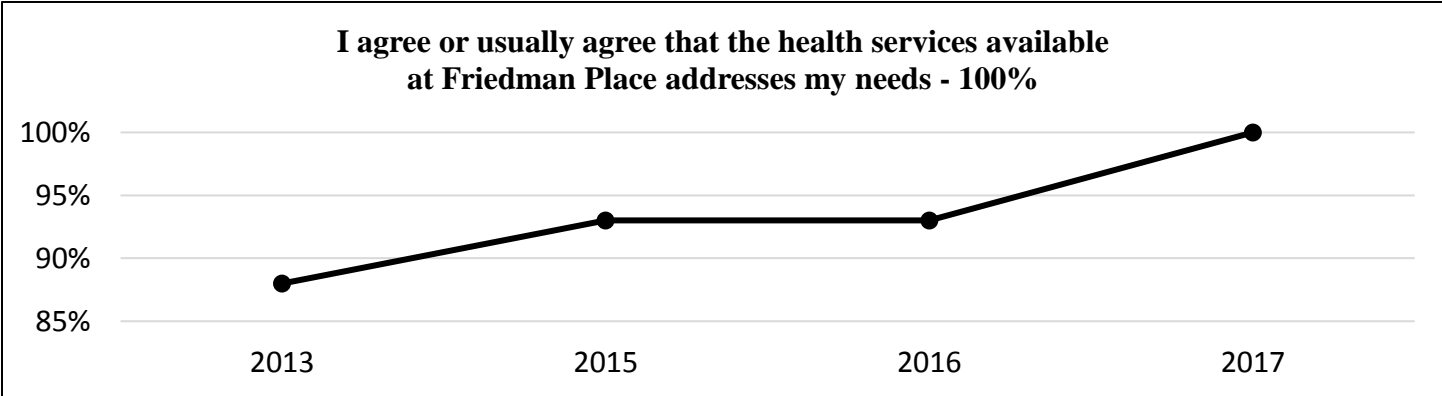


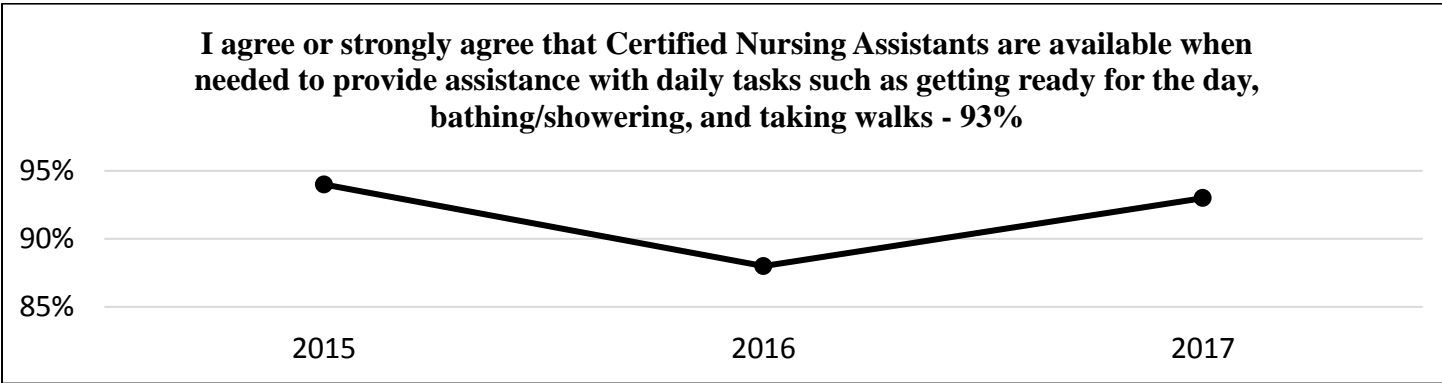
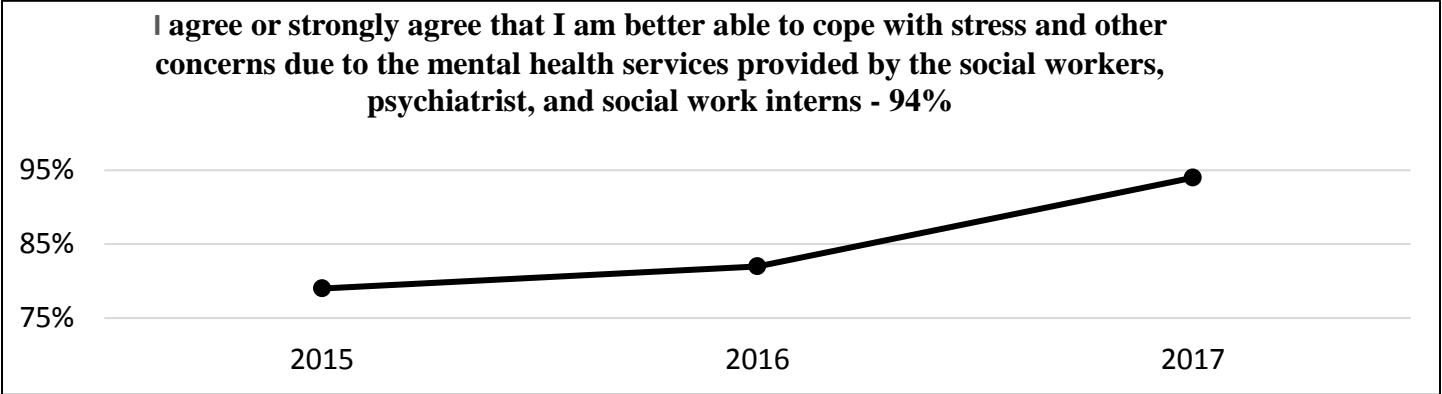
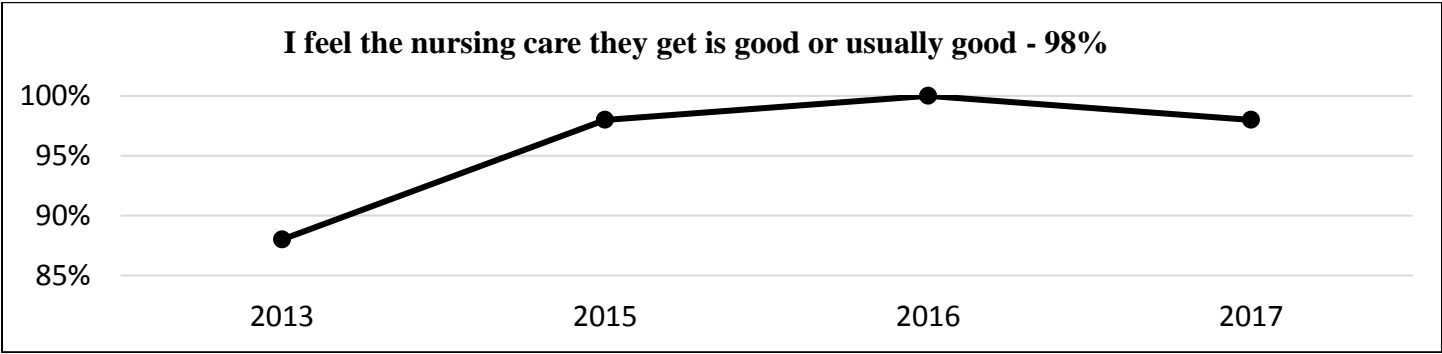




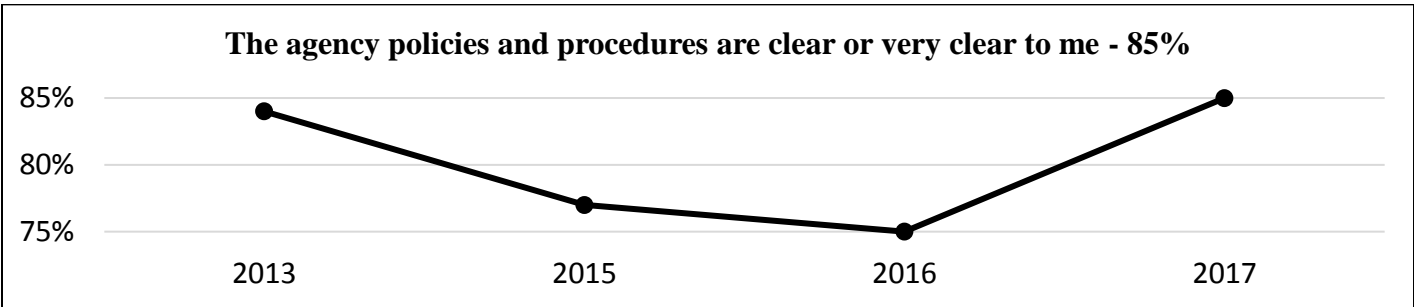
**HEALTHCARE & SOCIAL SERVICES**

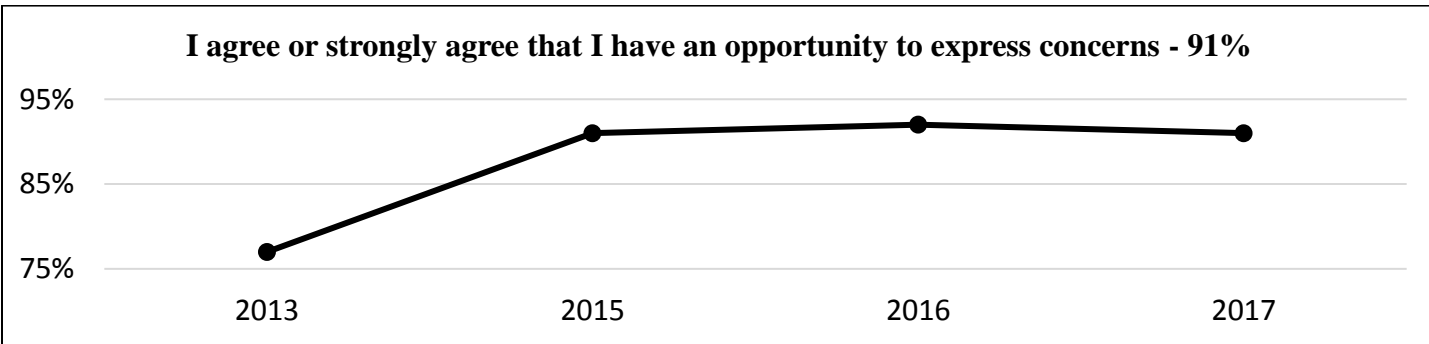
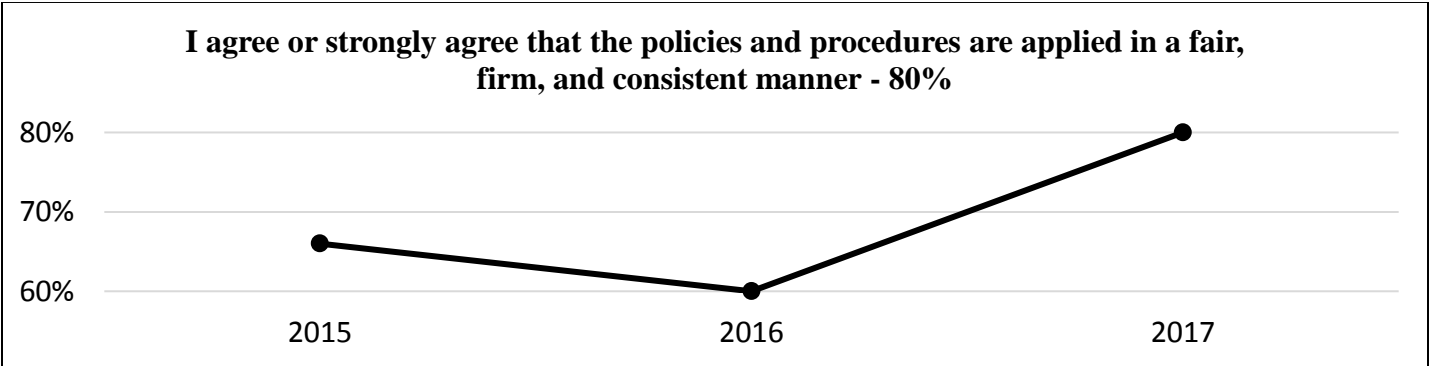
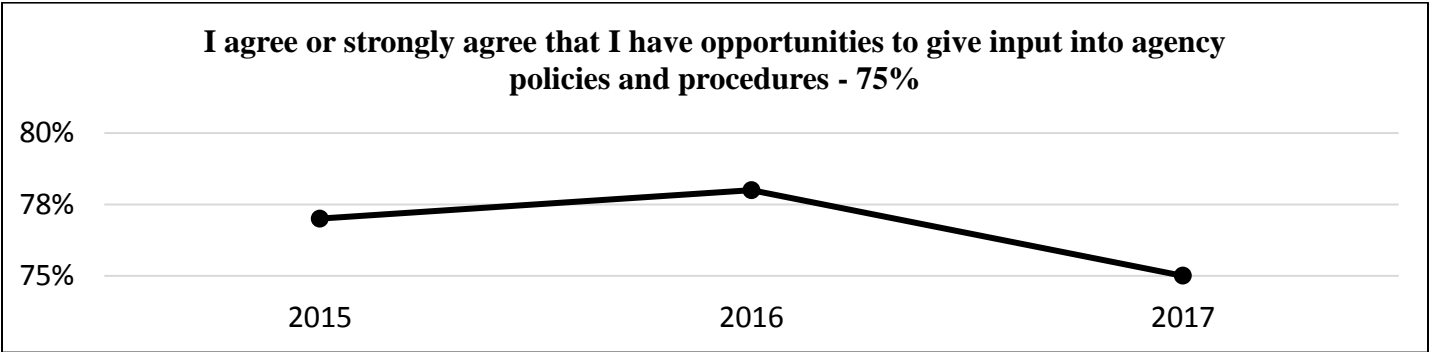
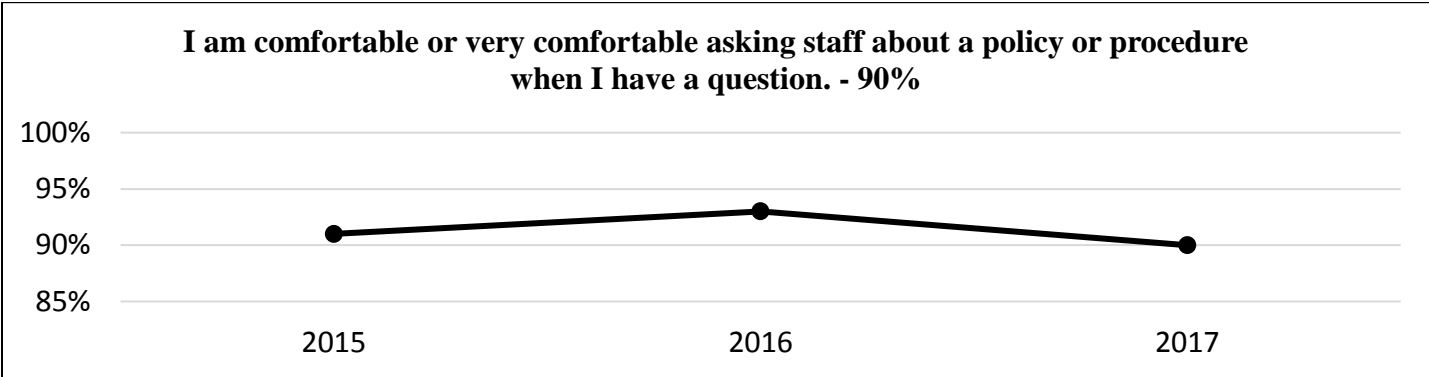
A wide range of healthcare and social services are provided in the building by our own nurses, certified nursing assistants, and social workers as well as outside providers including dentists, ophthalmologists, an internist, a podiatrist, and a psychiatrist.





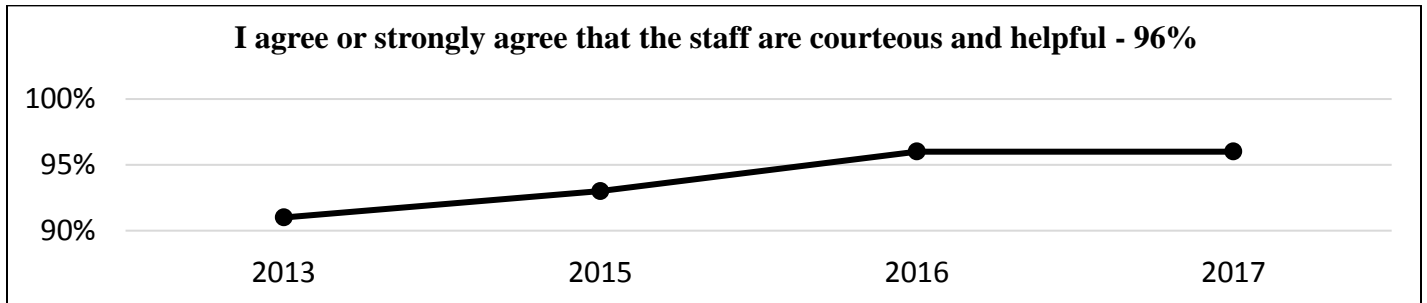
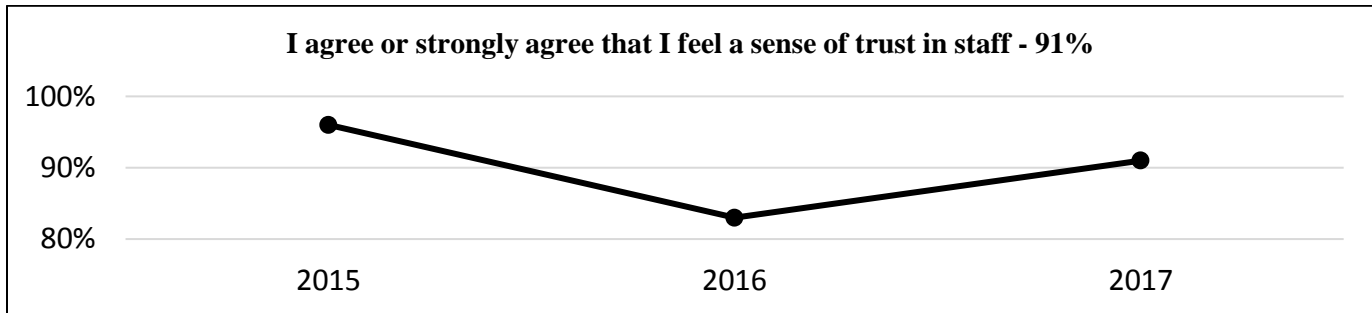
**GENERAL INPUT AND AWARENESS**



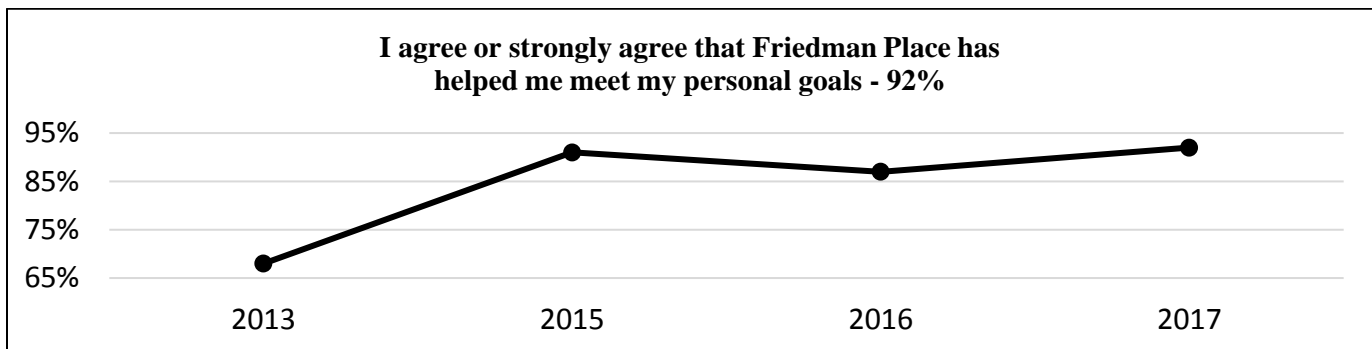
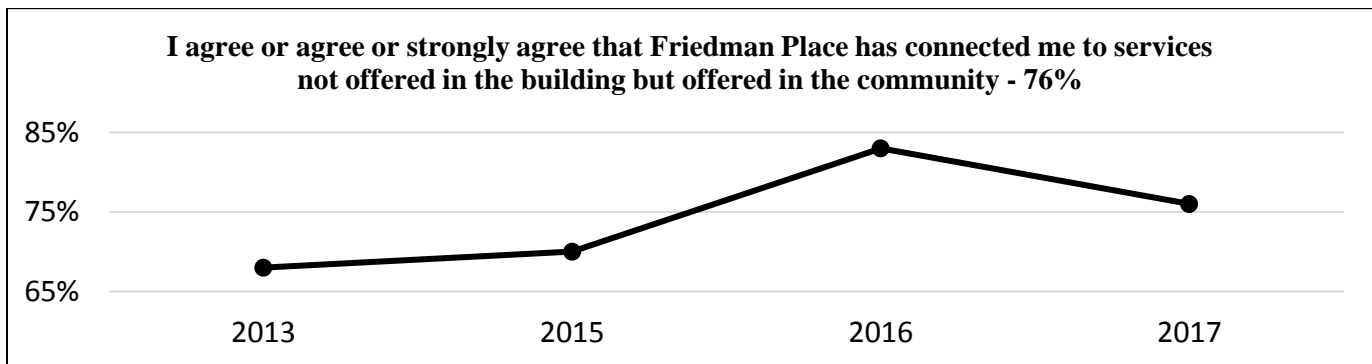


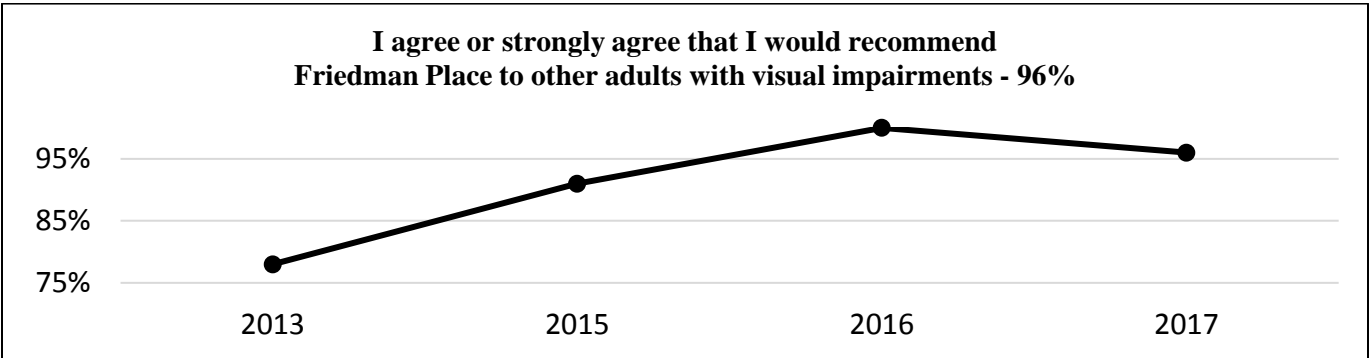
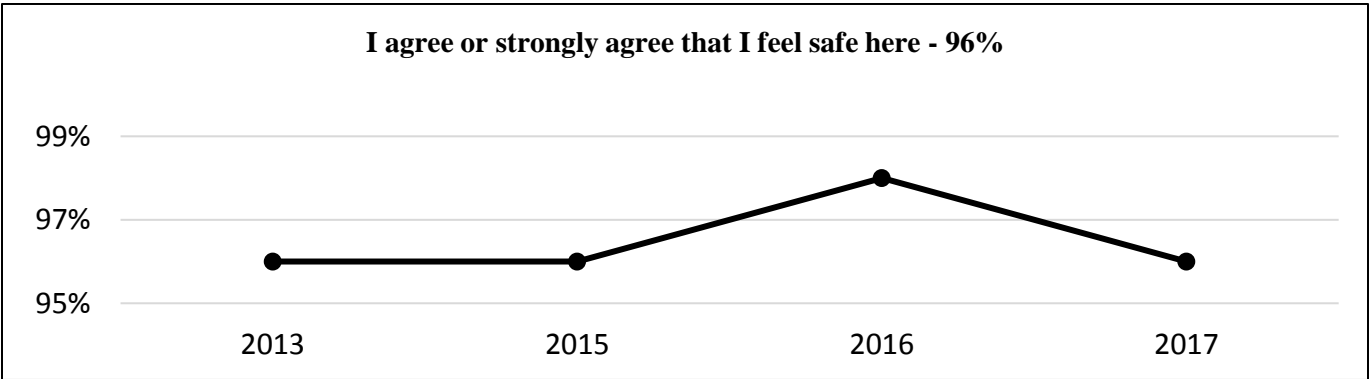
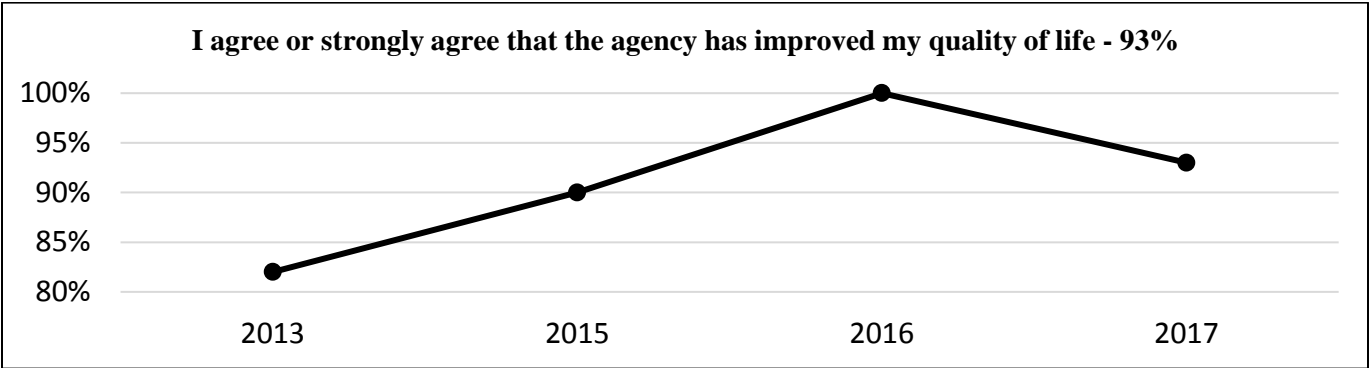
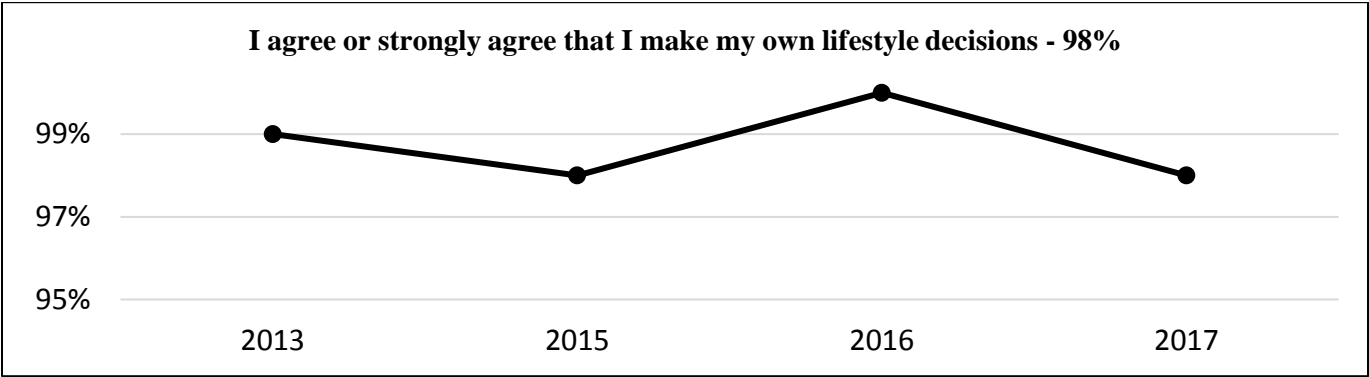


**STAFF RELATIONS**



**QUALITY AND GOALS**





## COMMENTS

1. I would like the kitchen to prepare more "Latino" oriented dishes, such as rice, beans, etc.
2. I would like a general announcement about music and noise after a certain time in the building.
3. I feel very satisfied and happy living here at Friedman Place.
4. Next month it will be 6 years living here, and I plan to stay here permanently.
5. The food needs more flavor, and more variety in the meals.
6. We need mental health services such as therapy.
7. I like the maintenance service a lot.
8. There should be more activities catered to the younger residents, like activities with opportunities to get up and moving and just have more fun in a youthful way.
9. I'm just happy here. I never thought I could be in a place like this. It is very comfortable and everyone is friendly. I think it's a great place, no problems.
10. Food could be improved, cooking vegetables better. Vegetables would be better. Vegetables would be better crunchy than too soft.
11. I like it here. The people are nice, the staff involved with me are very nice. My counselor is extremely nice.
12. More night nurses. Fireplace or fire pit outside for staff to operate. More museum outings in summer. More cheese options like sharp cheddar and Gouda. More healthy foods (multi-grain options). More bread varieties. More snack varieties and healthier vending machine options.
13. I wish Friedman Place had better support providers for technological equipment and electric appliances. I wish there were more social work interns with less busy schedules. I am not happy with the roof structure that blocks radio stations that I like. I have to be in a particular location in order to get reception. I would also like more immediate assistance and help with replacing Bluetooth equipment. I would like better sound equipment for musical performances. I would also like kitchen services to be considerate of any personal conflicts. I would like residents to be considerate of my disabilities and for them to not be judgmental. I would like to be able to sit with different residents during meal time especially conversational residents. I would like for there to be less gossip and better transportation services when going to the clinic. I would like advance notice from doctors and nurses regarding appointments.
14. Since the new person running the kitchen came, she is making appropriate positive changes. The kitchen turnover makes it run sometimes well and sometimes poorly. The new people should be retrained so that they know how to deal with us. A great deal of improvement can be done on the time residents wait for food. Sometimes food is good but it's often horrible. Constantly running out of something- never enough dessert for everyone.
15. A couple of the staff and volunteers treat us like children. They are too strict when they don't have to be. They are too demanding and sometimes more pushy too. Sometimes they include me in something or a situation that I am not involved in. If they could lighten up it would be better for the residents.
16. Food is over-cooked and bland
17. The food is very good most of the time. Food service- we should see the food director more often. When you call some staff they don't return your calls, even if it's necessary that they respond. To promote independence let me set my own appointment, not have front desk set it. Let me send out my own mail, like have a box for me to put it in. Staff shouldn't be sending out my mail for me. Hard to find people to help me read (people often prefer this over using machines). Helps with social skills as well. Makes it feel like family here. Some staff make you feel like children rather than treating you like an adult.
18. I reported an incident a couple of years ago. I feel that is important for the staff to believe and take serious any concerns the residents have. I am scared to share my concerns since the last time I did the staff ignored it.

19. Better security, many people feel unsafe here because people can easily come in and out throughout the day and night. Also have services and support for those fighting addiction (smoking, alcohol, etc.). Also have psychiatrist come in and talk to patients for longer periods of time. And hire more servers.
20. I am happy with the ways things are. I am very excited for the new volunteer to take me out on walks.
21. The staff are really encouraging us to be as independent as we possibly can. I feel comfortable talking to the staff about my issues. I feel that I can talk to the staff if I have problems with other staff or other residents. There is only a couple residents I don't get along with, I get along with majority of the residents. I feel that I can choose whatever I want to eat. If there is something I don't like on the menu, I can eat something else. Sometimes I don't always agree with the 30 days policy (note: residents may only be out of the building overnight only 30 days per year), because I like to go on vacation to go visit my family once in a while. I don't agree with the 90 dollars in spending money, because 90 dollars is not enough to live on, especially if you are trying to save money (note: It is a State of Illinois regulation that residents on Medicaid must pay all of their income except \$90 per month as rent).
22. I think that the staff should listen more. It seems that they are doing what they want and not what we want. It is more about money rather than residents. I would like if they had short recipes and we could do a cooking class.
23. Kitchen- okay. Staff - learn how to treat people, i.e., how you talk to them, and how you receive their concerns.
24. Staff should provide job and volunteer opportunities.
25. I think Friedman Place is something that should be recommended to those with visual impairments.
26. Have another CNA in the 2nd floor activity room to make it safe and comfortable for all residents. Have activities available on Sundays.
27. Sleeping residents give the lobby a bad sense. Loud music from residents who keep room doors open are poor neighborly habits

JUNE 1, 2017