

# FRIEDMAN PLACE 2022 RESIDENT SATISFACTION SURVEY

In the summer of 2022, sixty-five percent of the residents participated in a satisfaction survey. Volunteers spoke individually with each resident to best assure openness and anonymity. Historical results are also provided going back to 2013, just prior to the Agency undertaking a major reorganization. Overall, the residents of Friedman place reported that they were extremely satisfied with their home and the services that they receive. Despite certain pandemic-related restrictions continuing, it appears that most people feel that we are close to returning to “normal”.



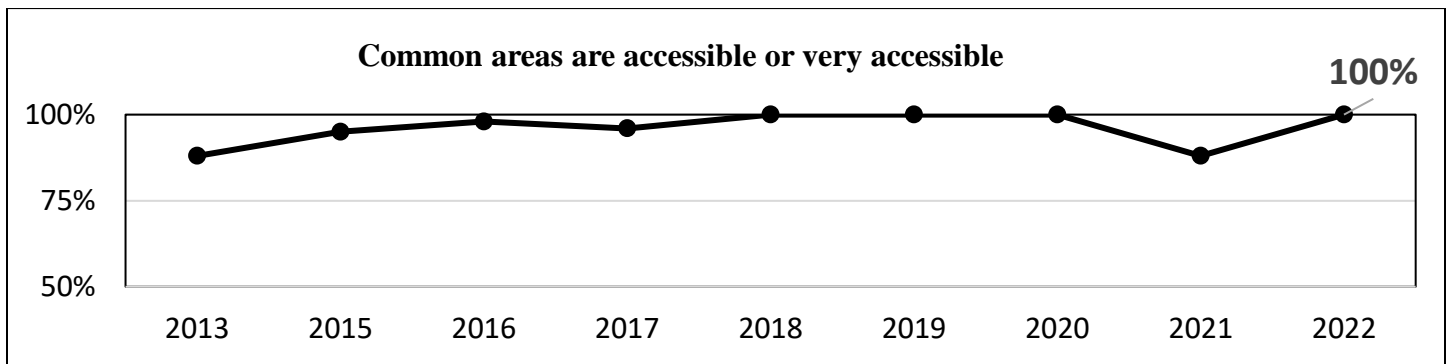
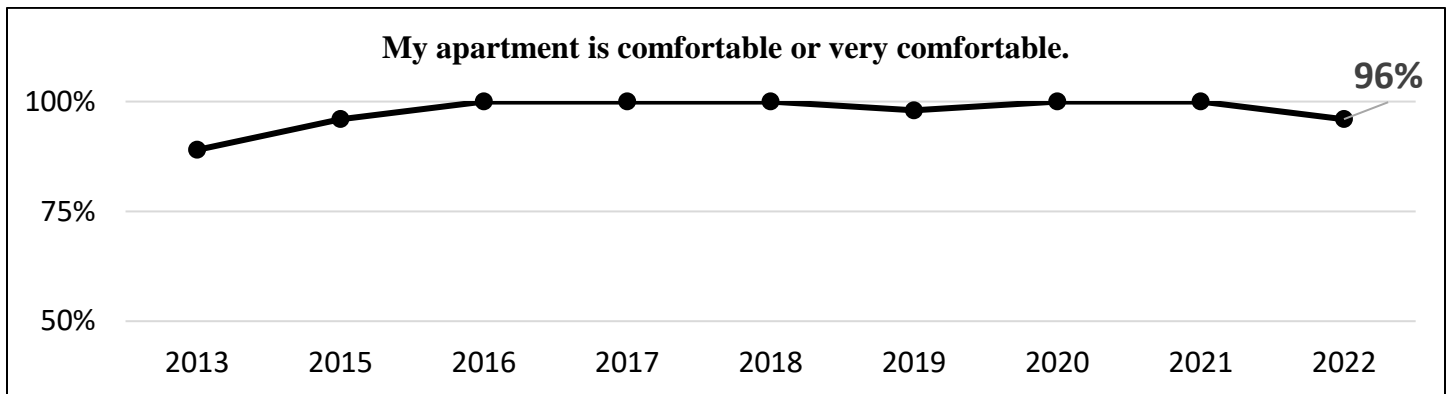
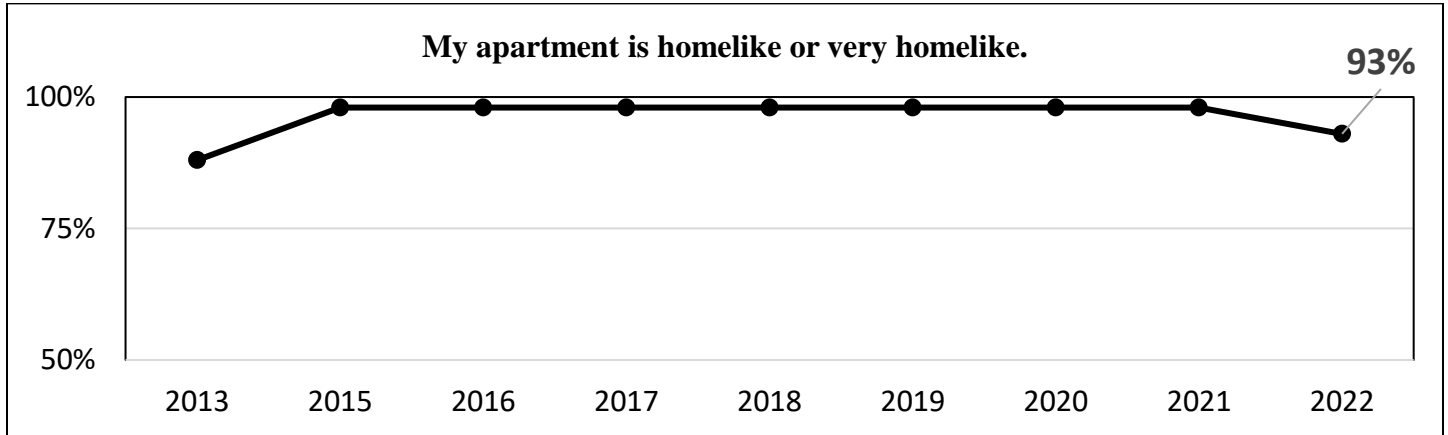
## 2022 Results

### *I agree or strongly agree that:*

- Staff are courteous and helpful 100%
- Common areas are accessible or very accessible 100%
- I make my own lifestyle decisions 98%
- My apartment is comfortable or very comfortable 96%
- I feel safe here 95%
- I have a degree of control over personal preferences such as choice of meals, refusing services, etc. 95%
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question 95%
- The quality of meals is good or very good **Best score ever!** 95%
- I feel a sense of trust in staff 95%
- My apartment is homelike or very homelike 93%
- Friedman Place has helped me meet my personal goals 92%
- Policies and procedures are clear or very clear to me 92%
- I would recommend Friedman Place to other adults who are blind 91%
- the agency has improved my quality of life 90%
- I have opportunities to give input into agency policies and procedures 67%

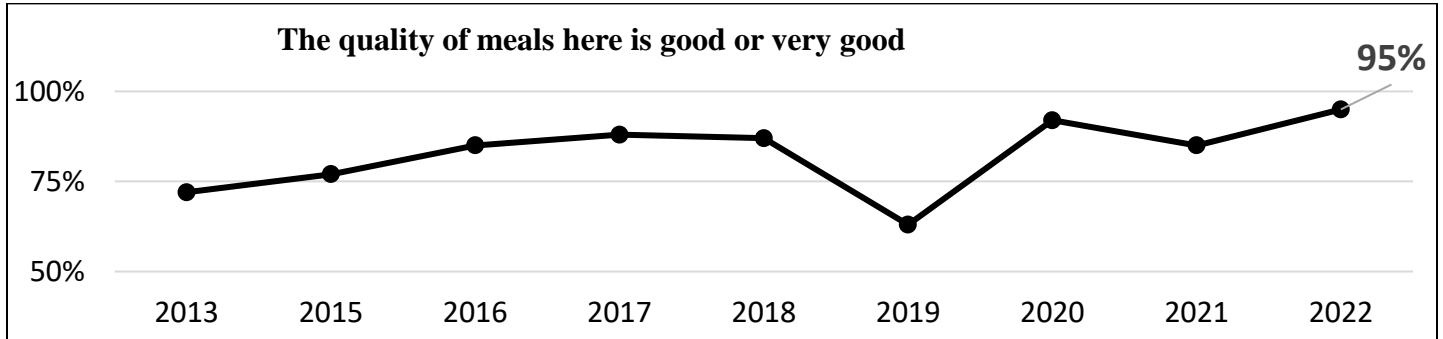
## PHYSICAL ENVIRONMENT

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.



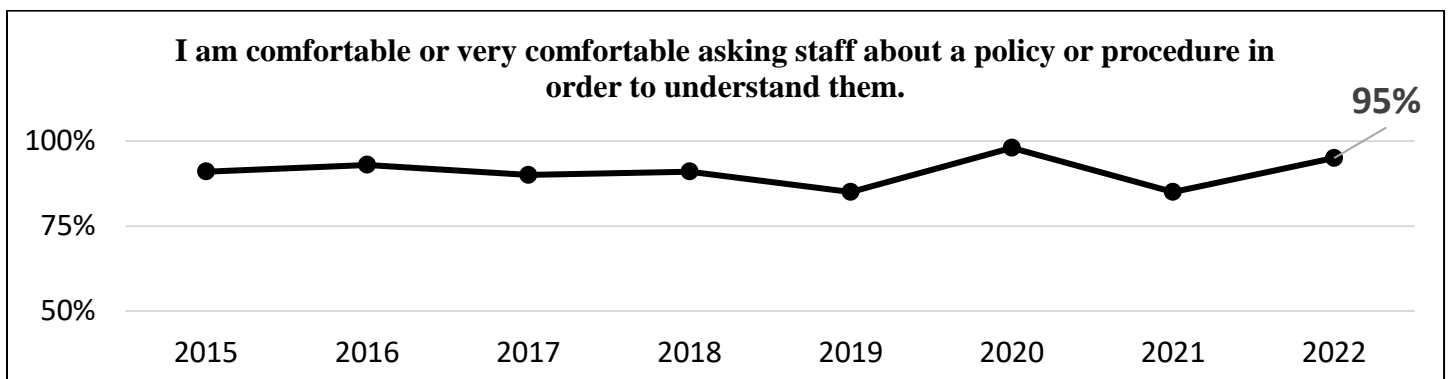
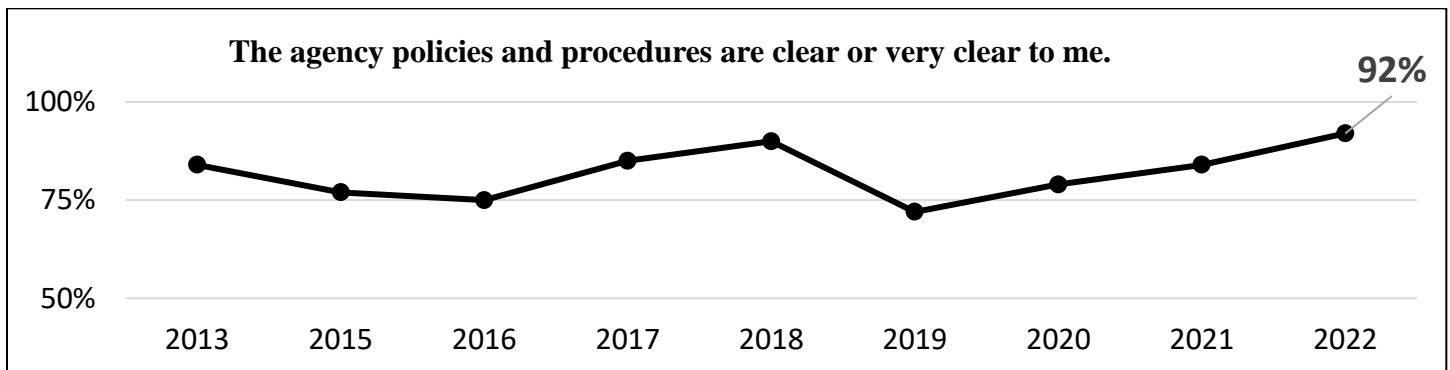
## FOOD SERVICES

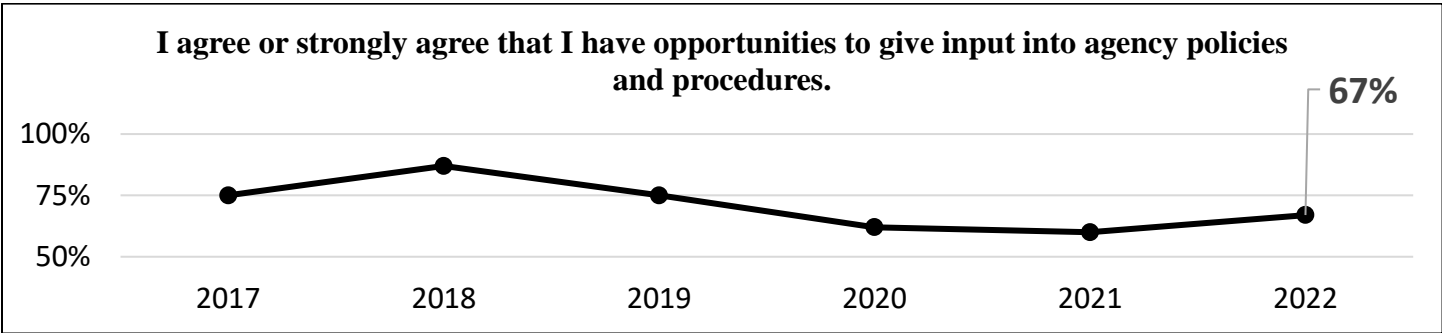
Three meals are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal.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



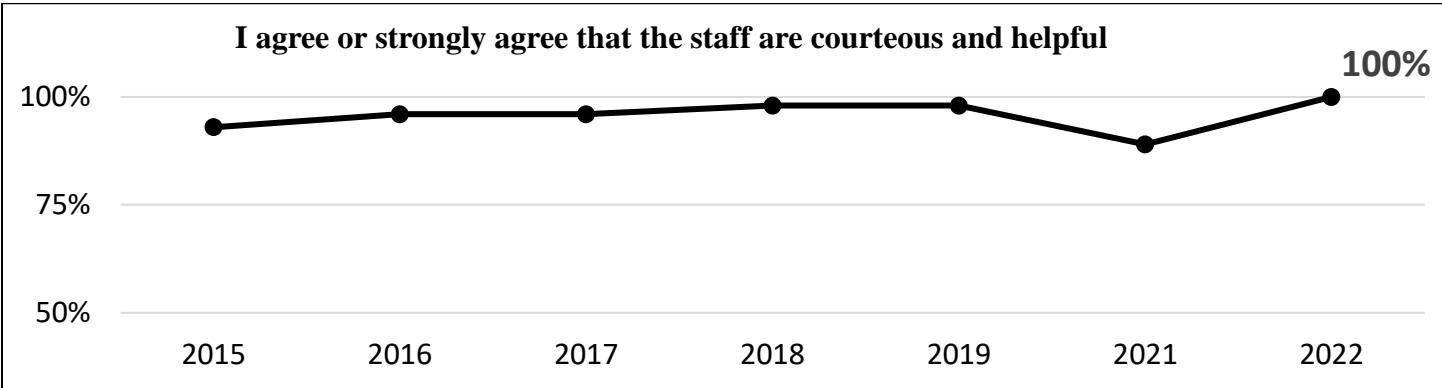
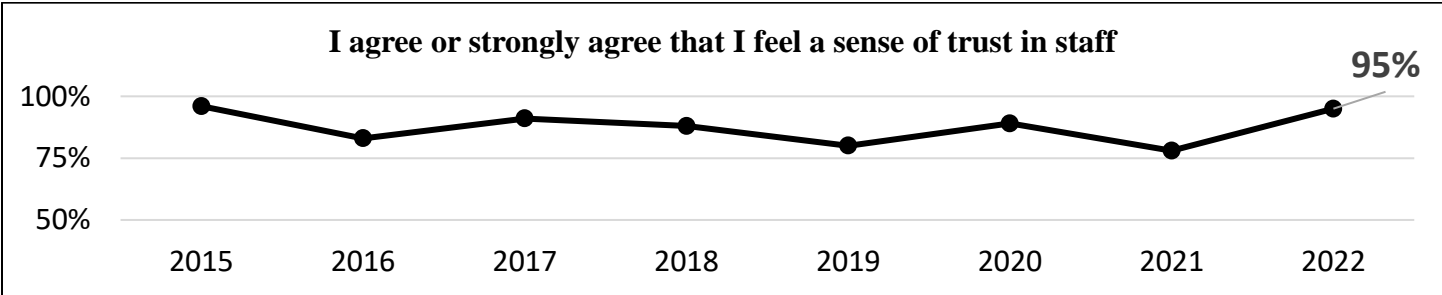
## GENERAL INPUT AND AWARENESS

Friedman Place is licensed by the State of Illinois as a Supportive Living Program, and as such, is largely directed by the required rules, policies, and procedures (see Title 89, Social Services, Section 146, Specialized Health Care Delivery Systems), which significantly limits the input residents (or staff) have in their development.

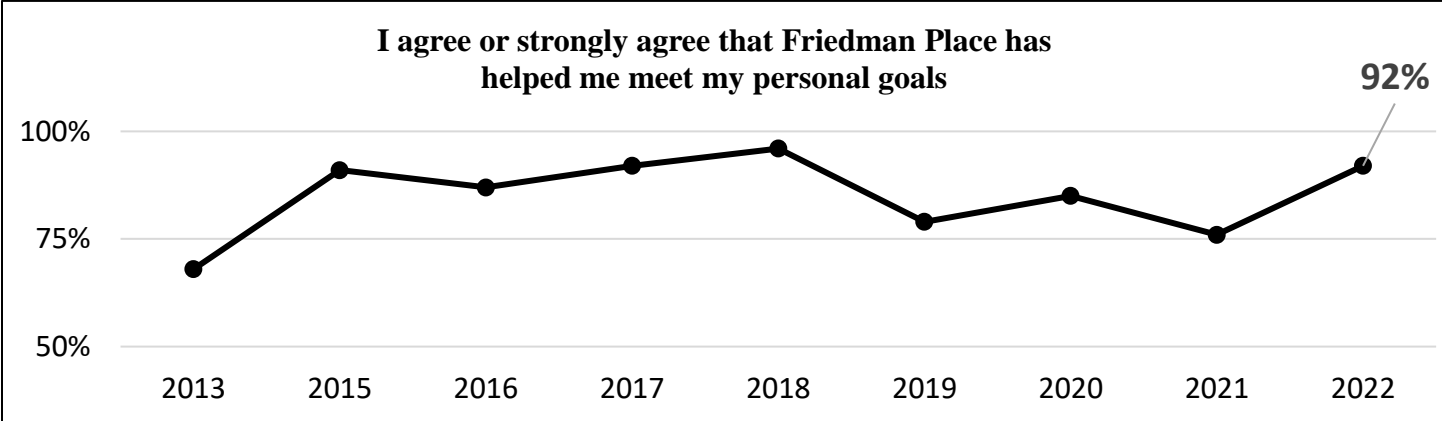


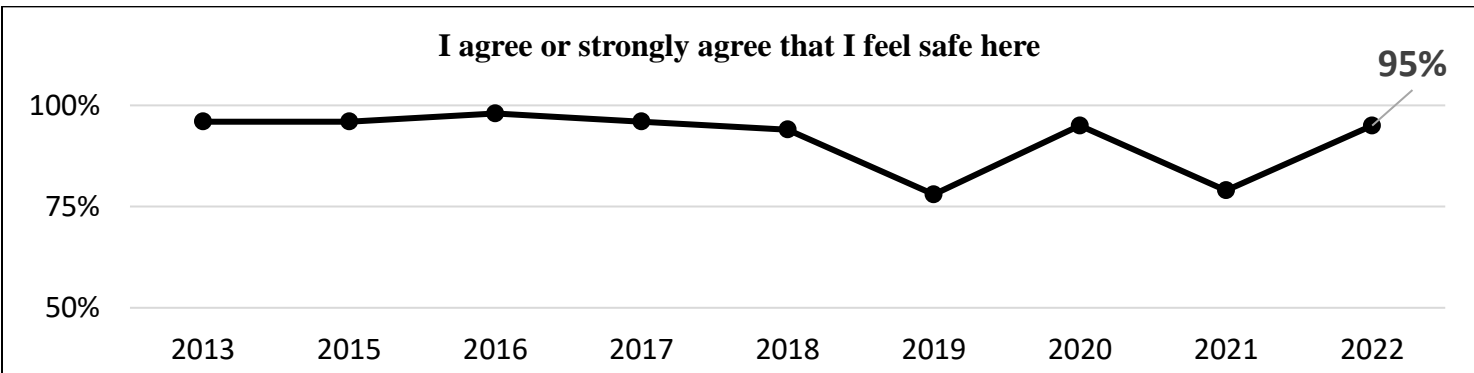
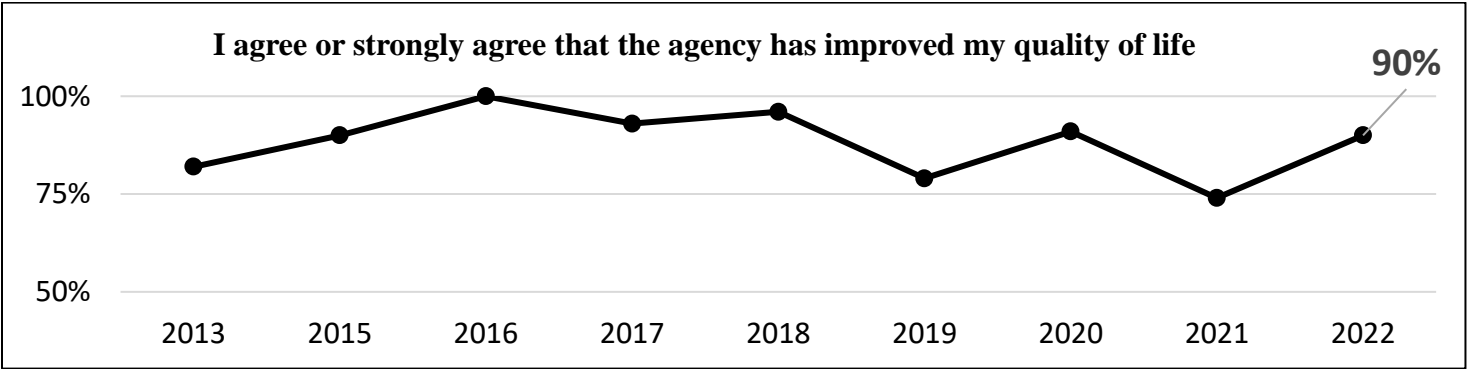
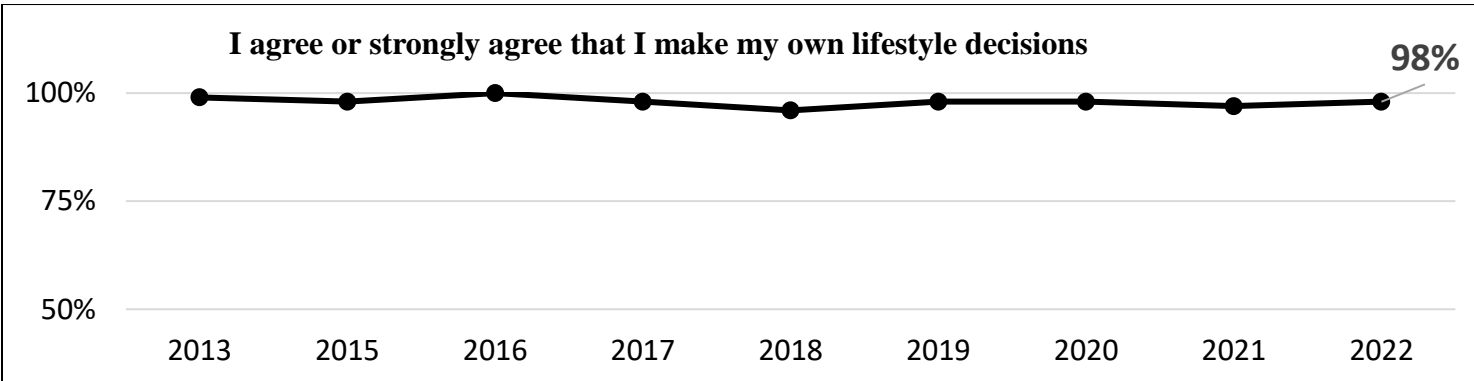
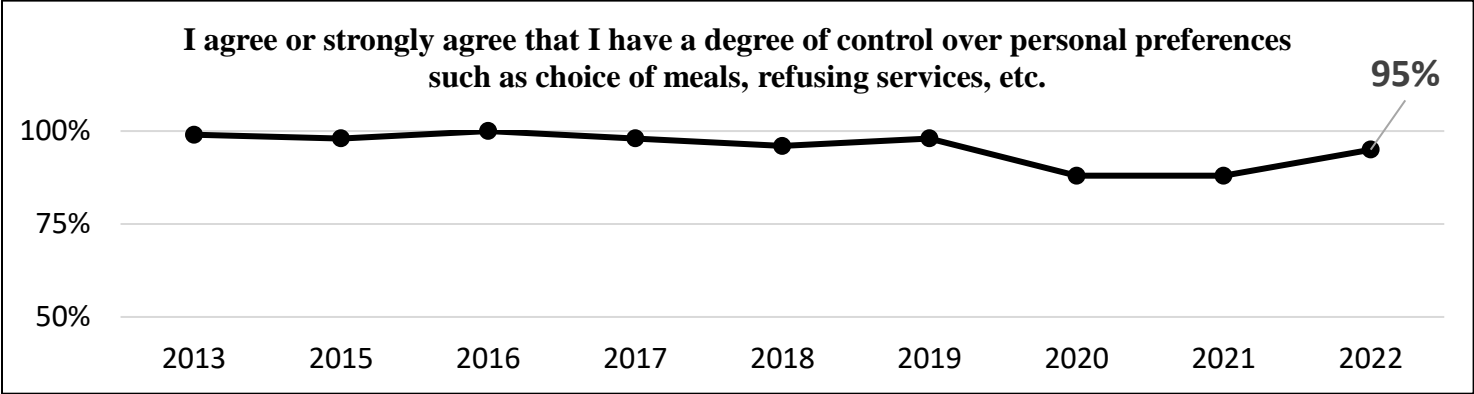


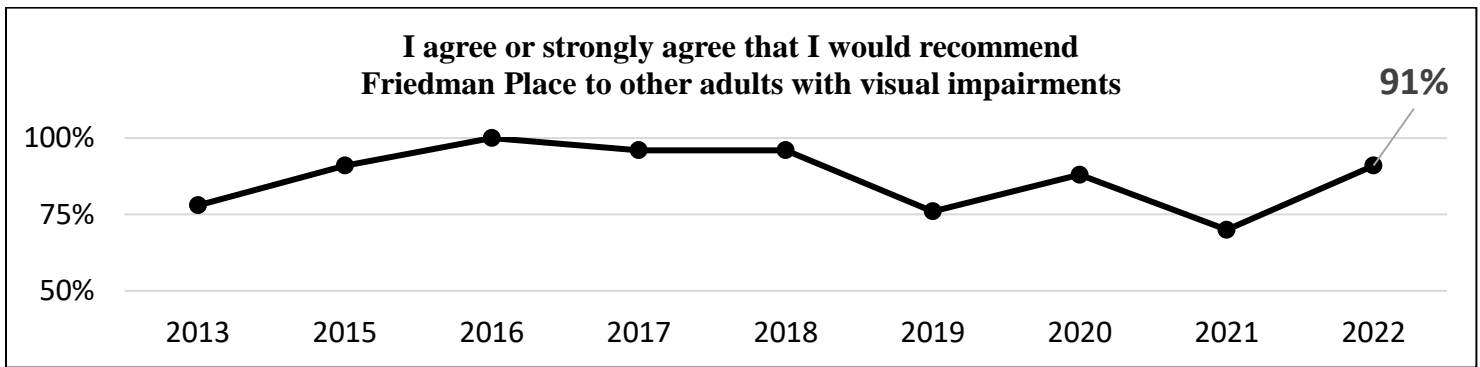
**STAFF RELATIONS**



**QUALITY AND GOALS**







### Comments

1. Friedman Place should be recommended because of its services. Friedman Place should be for people who want to maintain an independent lifestyle.
2. I could use a better bed. Mine has been worn out by everyone who has had it. It is very uncomfortable
3. Staff need to be more respectful and careful of residents. Staff should not gossip about residents. Most of the staff do not like to help residents.
4. Frustrated that staff doesn't spend enough time with me and don't explain why, and they often don't get back to me. When someone doesn't show up to meet me, they should at least call and let me know.
5. Everyone seems to be just too busy. It would be helpful to have a crisis hot line to call when I am having a personal crisis and can't get anyone's attention at Friedman.
6. It would be helpful to have an annual meeting with the staff (office, dining, CNA) and the residents, where they can introduce themselves and explain what they do at Friedman and also a little bit of personal information. Especially with so many new dining staff, it would be helpful and in turn, they could also learn a little something from us. They don't always know how to accommodate us when we have special dietary restrictions.
7. I often am cold in the winter in my room and would like to have an electric heater. The wi-fi is also insufficient and I have had to purchase my own.
8. Thankful for the staff that we have, everything we have and there is no place I would rather live
9. The laundry schedule should be more flexible.
10. Taking out the shelves in the apartments made things harder. Staff is less willing to hear people out than before Covid, so people do not feel they can say things.
11. There is less drama. The staff who have been here a long time are more courteous than the more recent staff. Covid got in the way on personal decisions. There are limitations on the laundry. People could use better technical instruction so people could take care of more of their own business.
12. I really like the weaving program and the arts and crafts program and I would be very disappointed if they were to be discontinued.
13. People need to use their masks. Stay to the right in hallway.

14. Residents need to say coming out when exiting elevator. People need to use their canes in building. Too much noise in dining room, people need to use their inside voice.
15. Everyone wants to eat at the same time! Maybe would be better if half residents ate at 11 and half at 12, same for dinner. Too crowded. Not a problem at breakfast.
16. Take us on more shopping outings. Get a bigger van. No heat in the room after June. More exercise like line dancing and take us more places like swimming.
17. Would like to have a better communication to know what services are free to residents and learn about other affordable services.
18. Temperature in building needs to be better regulated.
19. People not using a cane walking on the wrong side of the hallways cause unsafe conditions. Residents and staff members have rushed out of elevators without saying anything. During forums, we are told about policies and procedures but no arena where our input about the policies and procedures are truly heard. Input never valued.
20. Better cooks, better food,
21. Sometimes it is so loud in the dining room that I can't hear what the servers are saying. Also going from the dining room to the elevator can be quite annoying. Even though I announce that I'm coming and going and tap my cane many others don't and I have been run into or have run into others. It would be appreciated if all residents were reminded about these common courtesies to pay attention and practice better mobility skills. Perhaps someone could give all residents a course and then test them on their mobility skills going to and from the dining room. Now feeling safer in my apartment, but it took me awhile getting used to the operation of the new button lock. Concerned about others having difficulty keeping the shower curtains in the shower area so the water doesn't go all over the floor. Perhaps maintenance could check everyone's room to make sure that the shower curtains go in.
22. People should stop complaining and make the best of it.
23. Friedman Place is very good compared to other places. Good staff, feel safe
24. Friedman is much better than where i was before. Food is excellent. No complaints
25. Security can be better
26. Laundry should be available all the time to anyone who wants it.
27. Would be nice to have more nurses and staff, but realizing that there are staff shortages everywhere these days, can only hope things slowly improve.
28. I was forced to live here by my family and would like to make alternate plans. I want to be able to cook in my own apartment. Meals have improved but staff forget to bring me coffee. I am tired of being "pushed around."
29. I'm content and everything is okay.



Located on the northwest side of Chicago, Friedman Place is a nonprofit residential supportive living community – essentially an assisted living organization - that serves adults who are blind or visually impaired. The agency’s beginnings go back to 1935. The agency’s residential 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 their 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 (two-person) one-bedrooms, so at full capacity the building could hold eighty-eight residents. In addition to affordable housing, residents receive a wide array of physical and behavioral health services and social / recreational activities. Each resident receives services from nurses, certified nursing assistants, housekeepers, social workers, activity staff, and others as well as three meals each day. Each year approximately 100 residents receive permanent supportive housing from the main location on the northwest side of Chicago.

Additionally, the agency serves adults who are blind with a wide range of case management services and rental assistance throughout Illinois. Approximately 100 clients throughout Illinois receive case management and financial housing assistance each year.



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**[www.friedmanplace.org](http://www.friedmanplace.org)**