

Friedman Place 2021 Employee Satisfaction Survey

Below is the percentage of staff that gave one the two best ratings (e.g., “satisfied” or “very satisfied”):

100%

- **infection-control policies and practices** to protect everyone from Covid
- **relationship with their immediate supervisor**
- **job security**
- **respectful treatment given to employees** at all levels
- **trust of senior management**

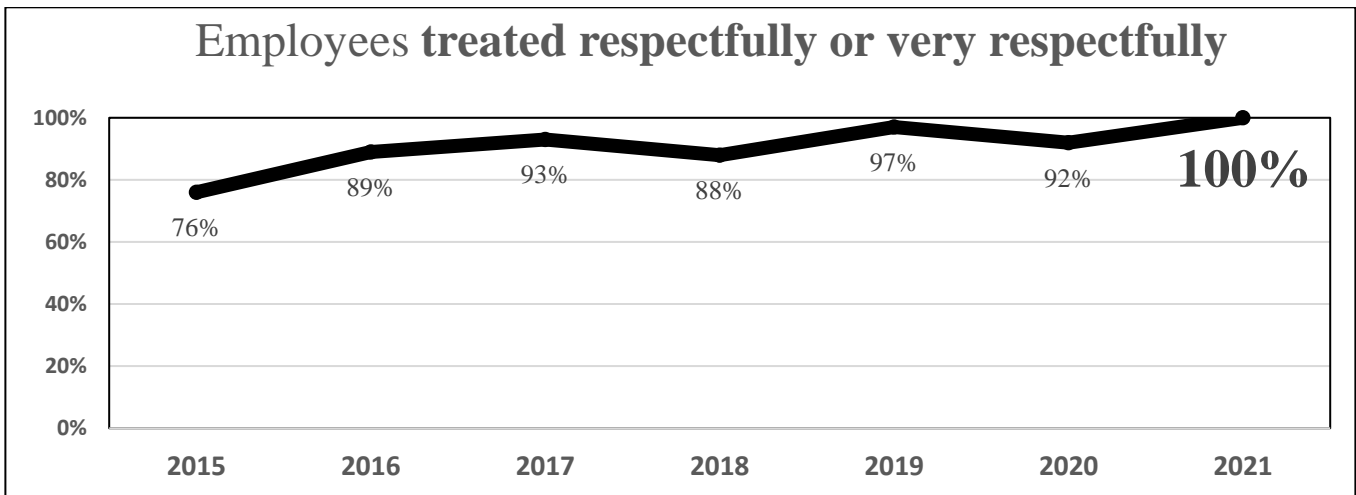
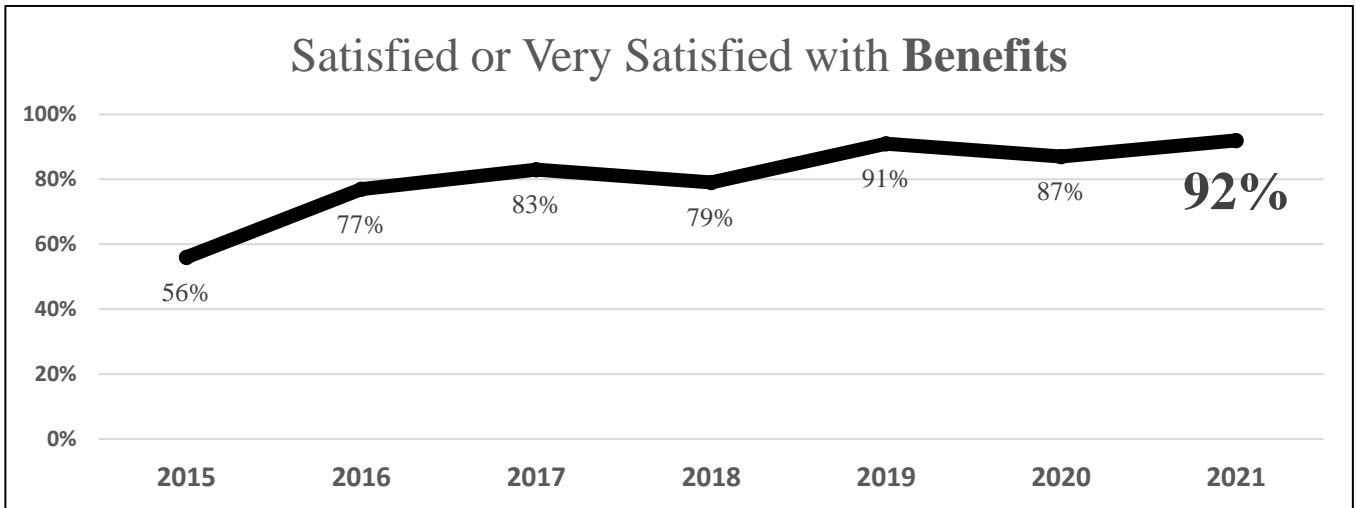
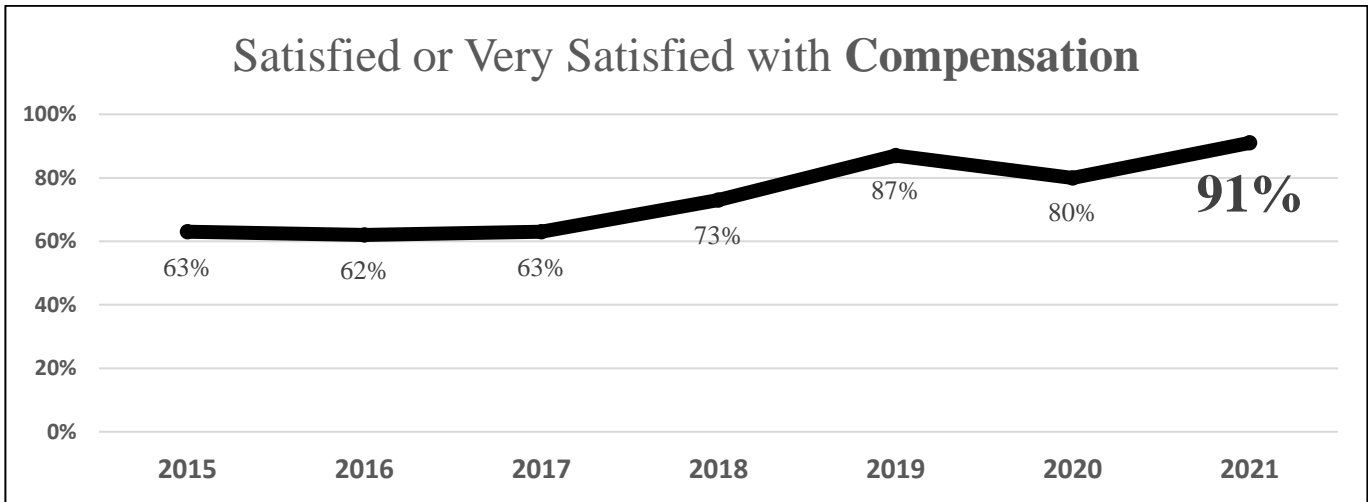
90% - 99%

- **physical work environment and equipment**
- **benefits** (insurance, paid time off, 401k, Flexible Spending Account, etc.)
- **salary, compensation, and pay**

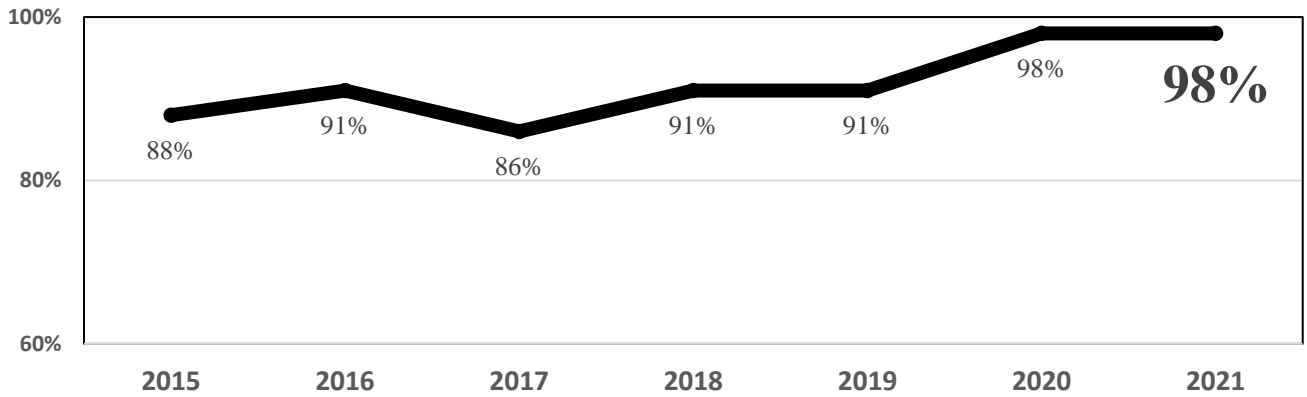
80% - 89%

- **respectful treatment that they are given by residents**

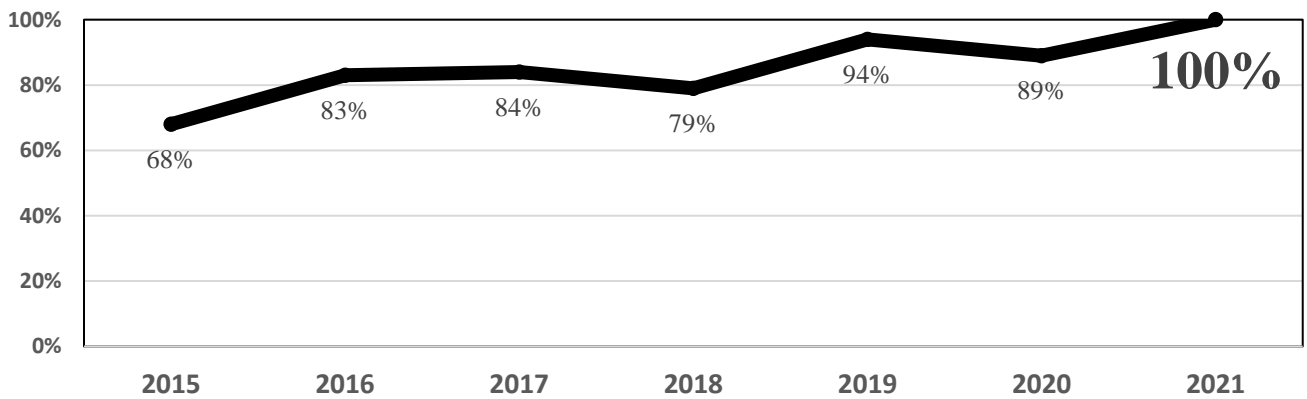
These charts show the percent of staff that gave one the two **best** ratings (e.g., “satisfied” or “very satisfied”), compared with the results from the past six years.



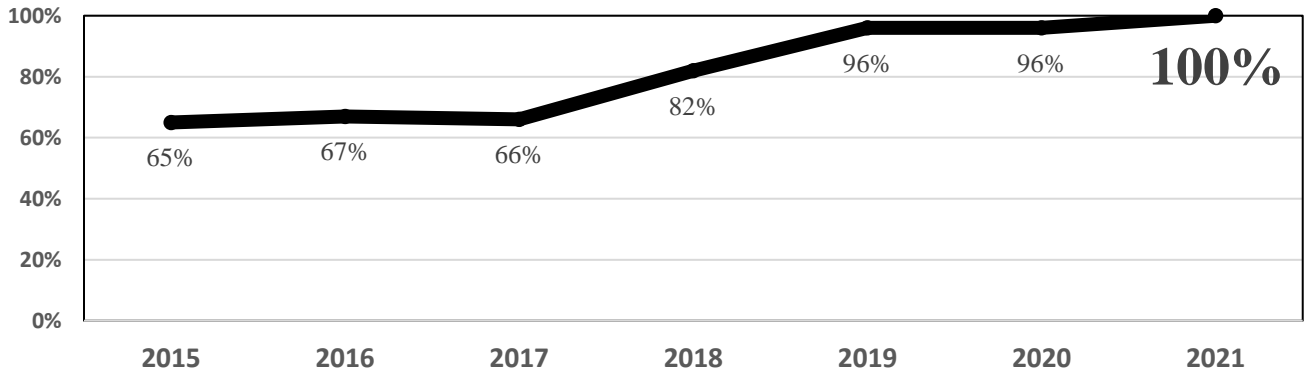
Relationship with supervisor is good or very good



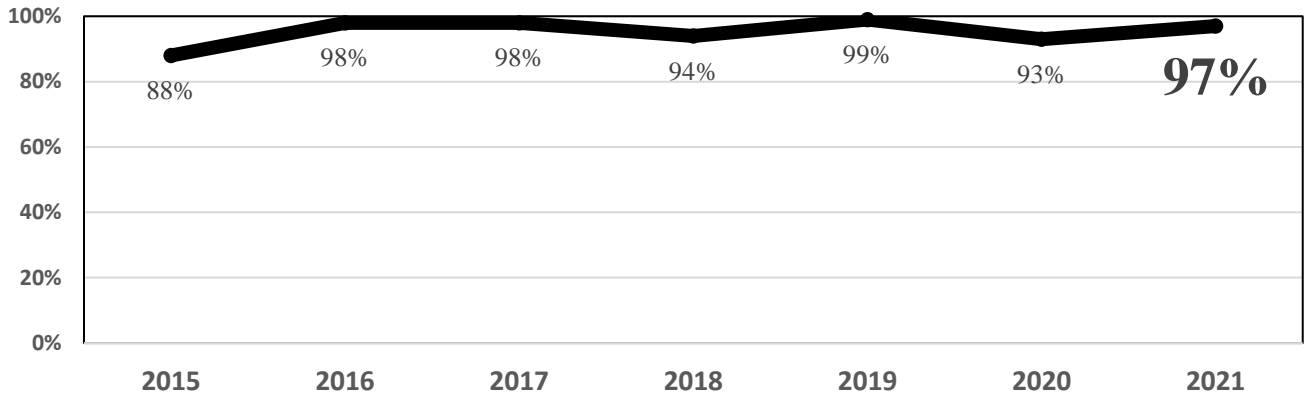
Senior management is trusted or very trusted



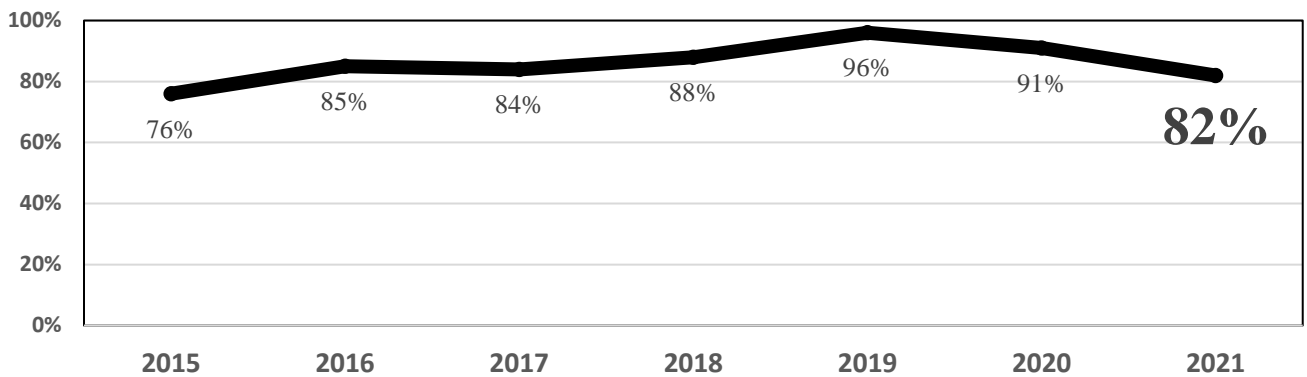
Job security is secure or very secure



Satisfied or Very Satisfied with environment & equipment



Respected or very respected by the residents



Satisfied or very satisfied with covid response



COMMENTS FROM THE SURVEY

BENEFITS & COMPENSATION

- I do believe we shouldn't have to wait a year for raises
- I would like a raise
- The agency strives and succeeds at meeting the needs of the employee, from paid time off to the 401k, insurance coverage(s) affordability, etc.
- The agency continues to reward hard work in a wide variety of ways, from a simple, "thank you" to, "monetary" to its own open door policies and the affordability of healthcare insurance to a newly improved employee-retirement savings account

RELATIONSHIP WITH SUPERVISOR & SENIOR MANAGEMENT

- It's amazing.
- The agency is clearly focused on its objectives and mission, with strong regards for the worth and value of its employees that carries out and implement it all.
- I'm still fresh, so I'm not sure we've built a relationship (with my supervisor) yet.
- Strong, respectful relationship (with my supervisor) is well maintained.
- With adherence to policy and procedures one is aware that jobs are secure, one is also well-aware that the agency is financially solvent and that in itself a source of comfort.
- I feel slightly confused and that there is miscommunication between senior management
- The management team is direct and transparent and can be trusted

RESPECTED BY RESIDENTS

- I enjoy being with the residents, they have their days but otherwise most of them are respectful
- 99.9% of residents are kind and highly-appreciative of the work and efforts of staff.

OTHER

- Our tools are good and always improving (from physical environment and equipment section of the survey)
- Infection-control policies and practices to protect everyone from Covid-19
- Thank you for this. I know management sometimes takes heat for the precautions, but I appreciate it. (from covid response and infection-control policies section of the survey)
- This an area of absolute satisfaction, as the infection-control policies and practices has kept the building and the community very, very safe. Because of this, our extended families, staff and others are not put at risk. Also, it is really a valid source of pride to work at a well-run agency in which not a since staff member or resident has lost their life to the virus. I am proud of that on all levels of my life. I feel like I am part of some big as it relates to saving and protecting the lives of a vulnerable groups of people. (from covid response and infection-control policies section of the survey)
- I would like flexibility to work from home

In October of 2021, **67% of employees responded** anonymously to a satisfaction survey. All questions offered five possible answers from best to worst on a Likert scale. For example Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, or Very dissatisfied.

October 2021