

2023 Employee Satisfaction Survey

95% - 100%

- relationship with immediate supervisor
- physical work environment and equipment
- infection-control policies to protect from Covid

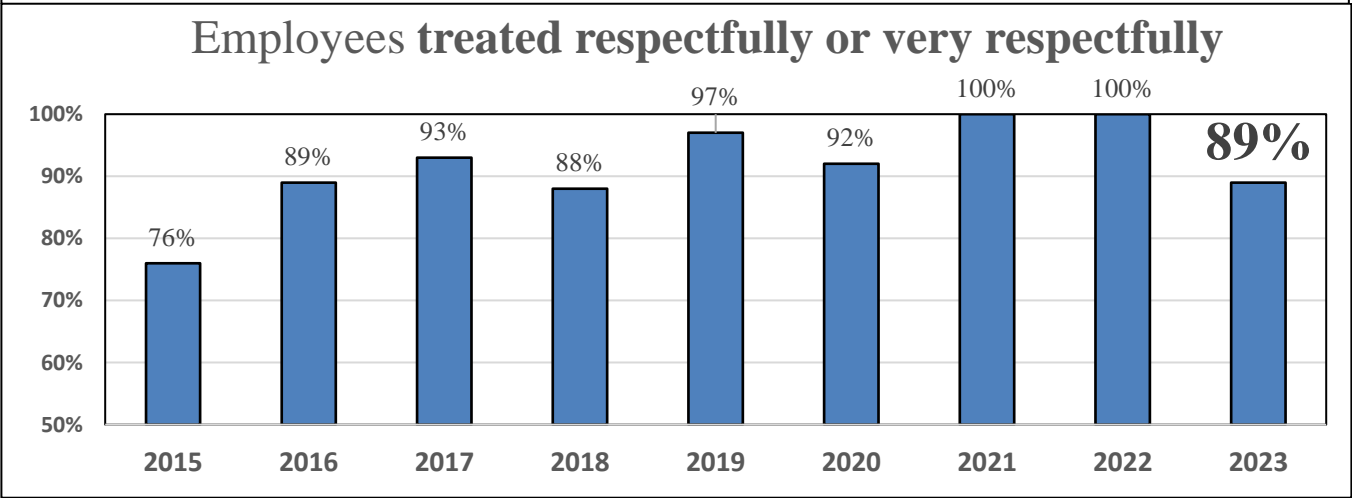
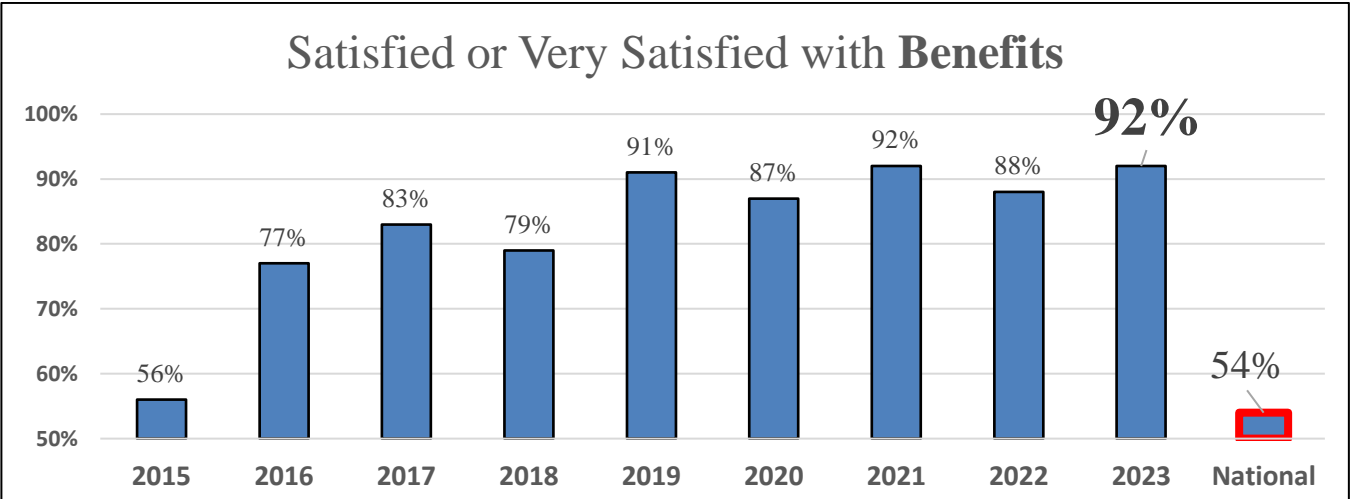
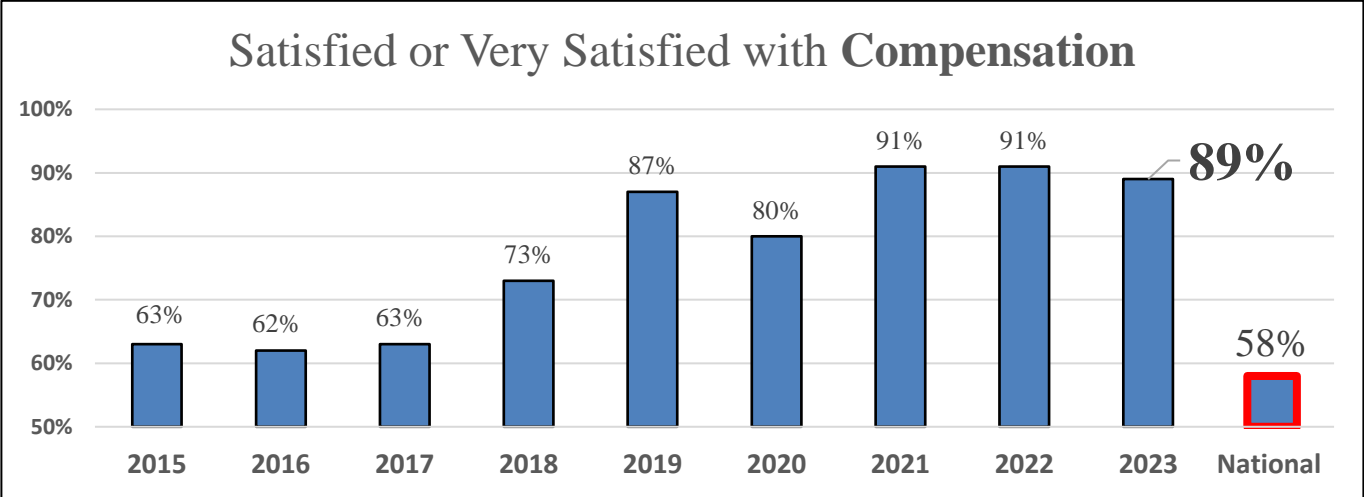
90% - 94%

- benefits (insurance, paid time off, 401k, Flexible Spending Account, etc.)
- job security
- trust of senior management
- respectful treatment given by residents

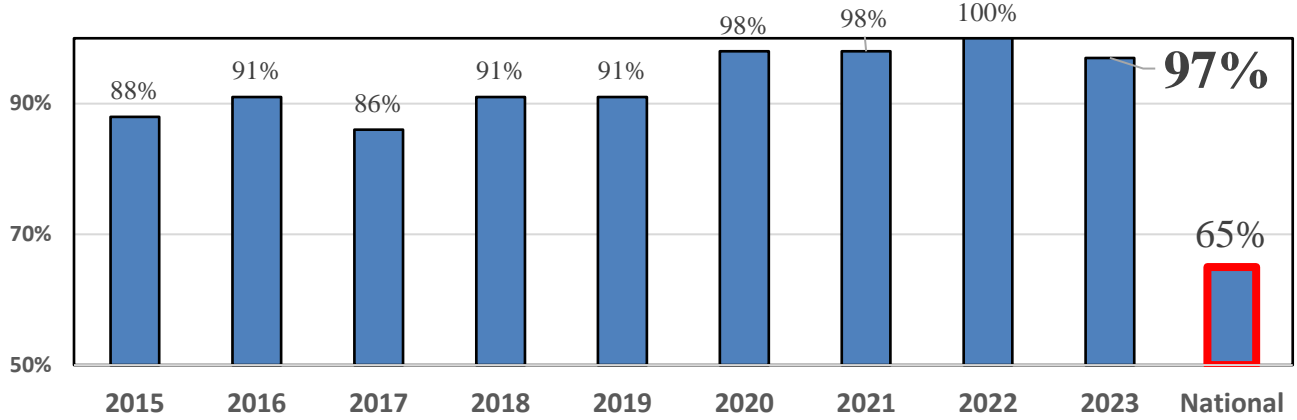
85- 89%

- salary, compensation, and pay
- respectful treatment given to employees at all levels

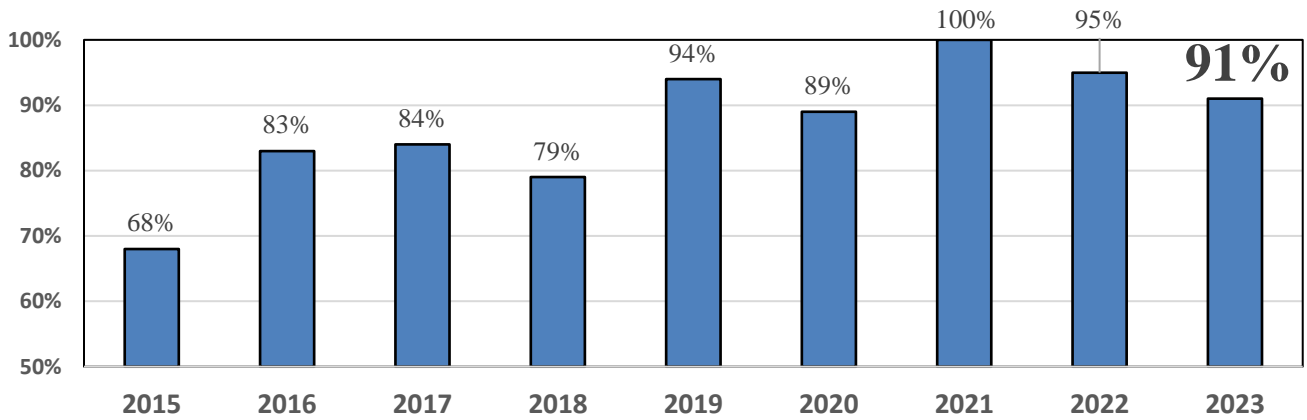
These charts show the percent of staff that gave one the two **best** ratings (e.g., “satisfied” or “very satisfied”), compared with the results from past years. Where items matched, the Friedman Place results are compared to national data from the Conference Board’s Job Satisfaction 2023 Report.



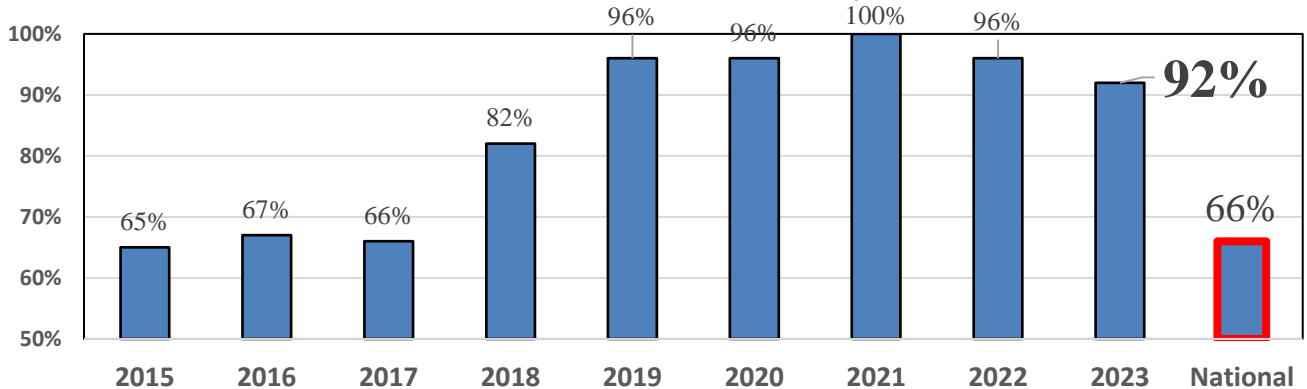
Relationship with supervisor is good or very good



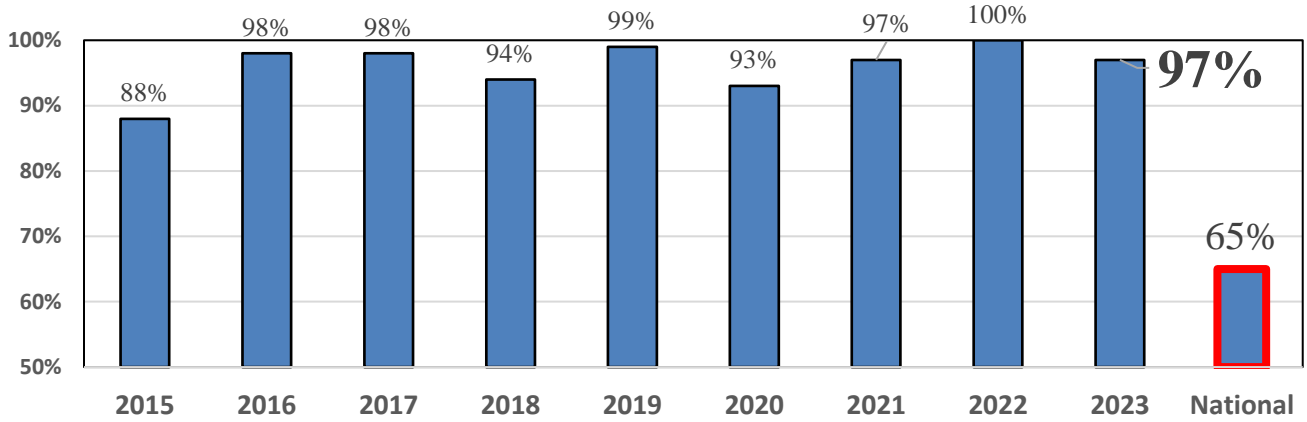
Senior management is trusted or very trusted



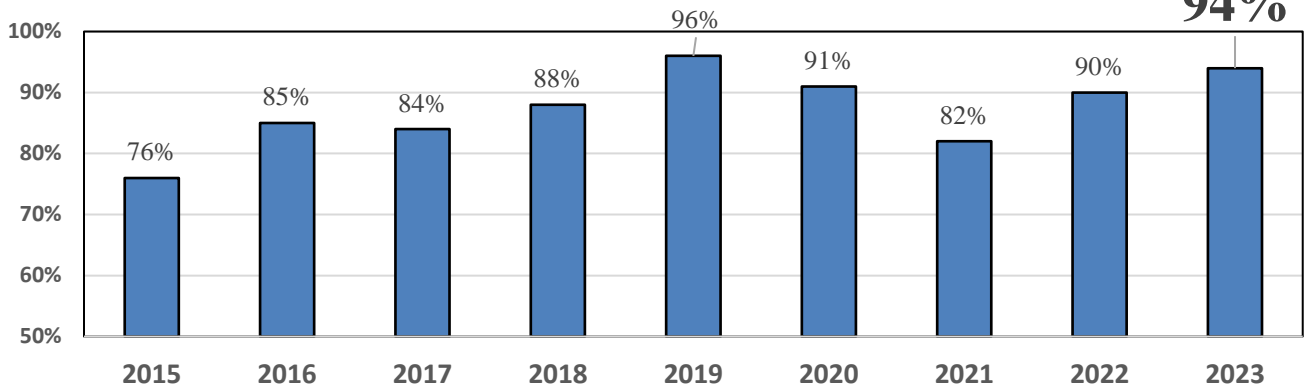
Job security is secure or very secure



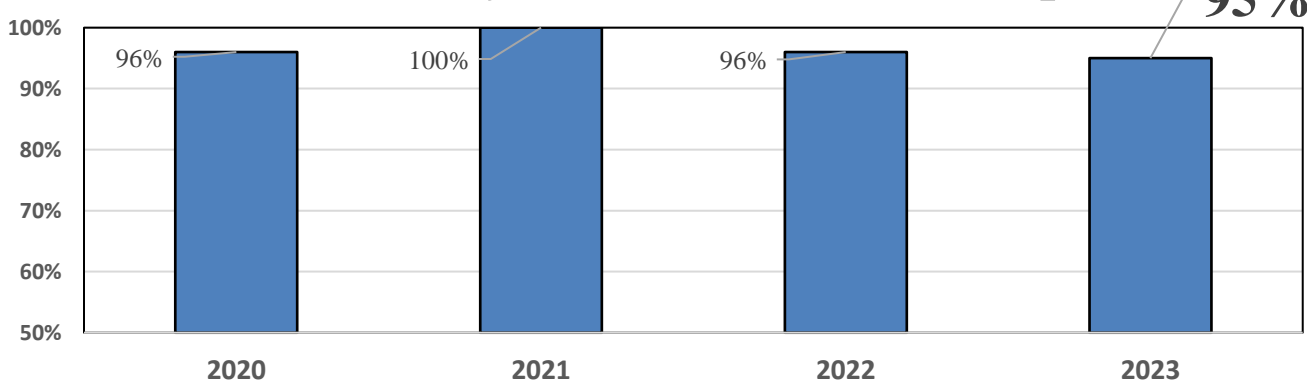
Satisfied or Very Satisfied with environment & equipment



Respected or very respected by the residents



Satisfied or very satisfied with covid response



COMMENTS FROM THE SURVEY

BENEFITS & COMPENSATION

- Slightly above the national average
- Salary is better than other places that I have worked and better than my friends who have similar jobs at other places
- Paid Time Off (PTO) is extremely inflexible, and can often hinder disabled employees' day to day
- I wish there was an option for unpaid time off and more room for flex time.
- There should be bonuses for workers with hard work-ethics if they are standing out
- 1-3% raise in a 3-5% inflation doesn't add up.
- There are bonuses? Not that I've ever seen
- Love the services that are provided
- PTO and free meals are great. Haven't tried out our insurance yet so that is why its only satisfied
- Again- the main issue lies with PTO. It sometimes feels invalidating to be subject to such stringent, non-forgiving hours.
- The agency supplements the benefits allowing staff to maintain more earned income and the benefits provides wide-ranging coverage on many fronts. Benefits are better than anywhere else I have worked and better than where my friends work.

Agency response:

- The agency has for many years provided more paid time off than the majority of nonprofits and for-profits.
- In their first four years, new full-time employees receive a full month off (20 days) with pay plus six paid holidays, which totals over five week's paid time off.
- Staff who have been here longer get even more; at five years employees receive 23 PTO (plus the holidays), at ten years employees receive 25 days, and at 20 years 26 days.

RELATIONSHIP WITH IMMEDIATE SUPERVISOR

- Open door policy, very measured and kind
- Very communicational and understanding, have to stay professional and levelheaded
- My supervisor is a key reason as to why I stay.
- There are only two supervisors that I trust
- (One particular) supervisor lacks empathy towards residents. (One other supervisor) is inconsistent and seems to have lost passion for what the work over the years. I don't know really know the others they are busy but good when I need them.

JOB SECURITY

- The agency is on sound financial footing, administration is professional and focused on positive outcomes and interactions.

HOW RESPECTFUL IS THE TREATMENT OF ALL EMPLOYEES AT ALL LEVELS

- Respectful on the surface, though PTO and scheduling are much too rigid to be accommodating. This is something that desperately needs to be reworked, and could potentially help curb the amount of turnover in staffing overall
- I've had some issues in the past that could be due to miscommunications, but my feelings on this have increased towards positive significantly in the past few months.
- Very fair and consistent
- Staff are punished for minor issues. There is no Human Resources here. There is a huge staff turnover due to this. Nobody is allowed to question anything.
- There have been instances where bad actions and words were taken and seen as “okay”. Power tripping is a big problem and causes stress.
- I am treated cold and or fake by at least 5 staff members
- Depends on the department

Agency response:

- It is difficult to get good data on employee turnover in healthcare and long-term care, with amounts ranging from 19.5% at hospitals to 65% for at-home care providers to 94% at nursing homes. (Oracle, 2022).
- The agency's rate of employee turnover has varied over the years and is below-average this year
 - The total turnover for the past eight years is 35%
 - The total turnover this year is below-average at 27%
 - The total involuntary turnover – employees who have been told to leave - over the past eight years is 10%
 - The total involuntary turnover this year is below-average at 5%
 - The total voluntary turnover – employees who have chosen to leave - over the past eight years is 25%
 - The total voluntary turnover this year is below-average at 22%

RESPECTED BY RESIDENTS

- I feel as though residents always mean well, but that there could be opportunities for improvement in terms of certain personal topics and sensitivity towards staff. Training or programs could be implemented that are voluntary for residents to participate.
- Some days I feel like they're really out to get me.
- Depends on the residents. There are a handful of residents I believe outweigh the expectation of Friedman Place. The not being assisted living thing seems picked and chosen to who that rule will be used on. As a result, there's a few extremely rude customers and the answer is always just that's how they are

PHYSICAL ENVIRONMENT AND EQUIPMENT

- It is a beautiful building that is always super clean.
- We have appropriate PPE materials, etc. and a good policy
- When we need something equipment and material wise, we get it almost immediately. Sometimes, the actual infrastructure of the building can be tricky.
- We could use a better App for taking orders in the dining room , or a way to ultimately fix the slowness of the tablets

COVID-19 INFECTION-CONTROL POLICIES AND PRACTICES

- Excellent! Keep it up.
- Our Covid19 protocol and all features of the infection control policy has kept residents, staff, visitors and vendors safe and healthy.
- Bed bugs once a month, covid cases lead to meetings in small rooms.
- Booster shots should be mandatory for all residents and staff.
- Excellent! Keep it up.

Sources: The Real Costs of Healthcare Staff Turnover, Oracle, 2022,
<https://www.oracle.com/human-capital-management/cost-employee-turnover-healthcare/>

Conference Board's Job Satisfaction 2023 Report
<https://www.conference-board.org/pdfdownload.cfm?masterProductID=46114>

In November 2023, **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.