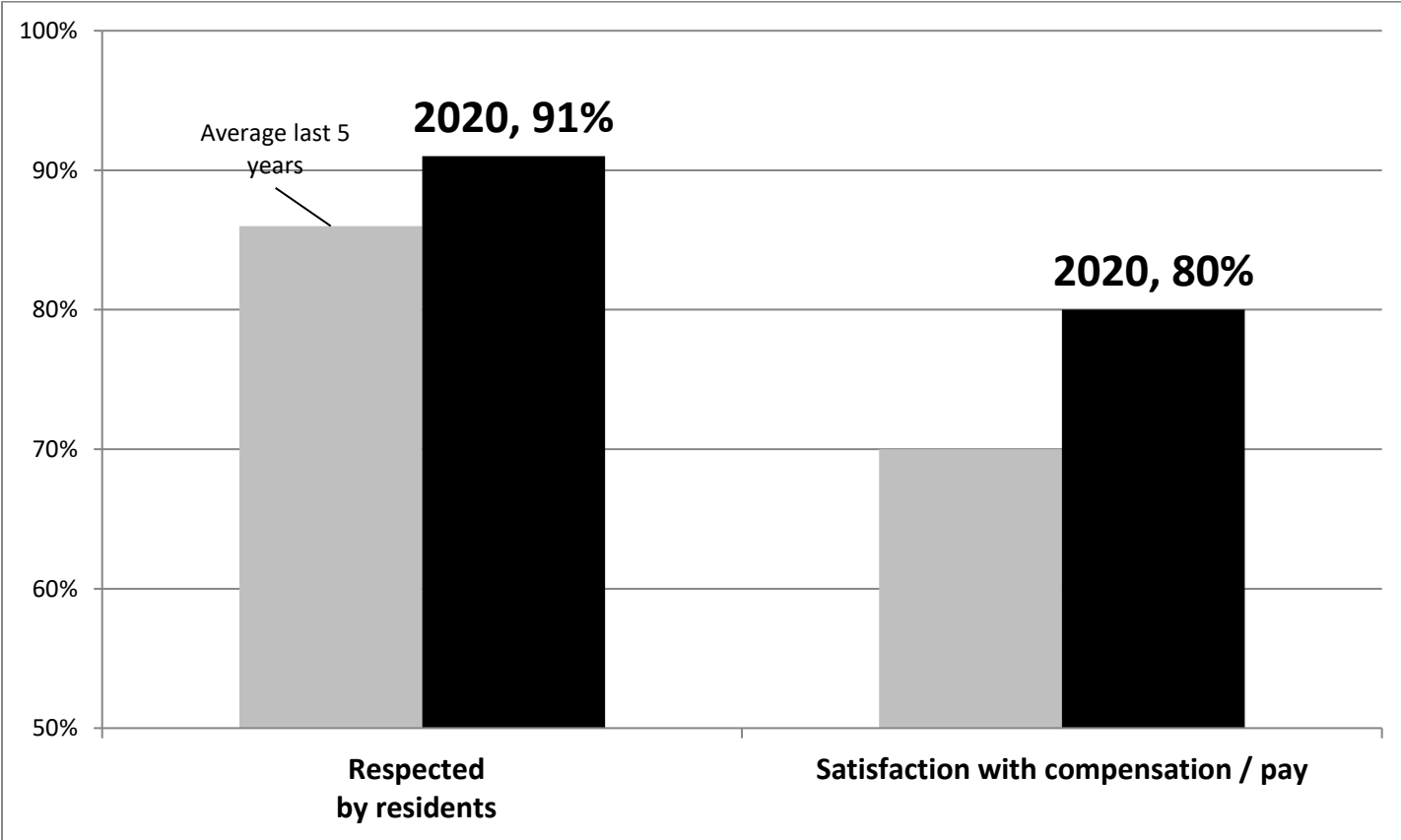
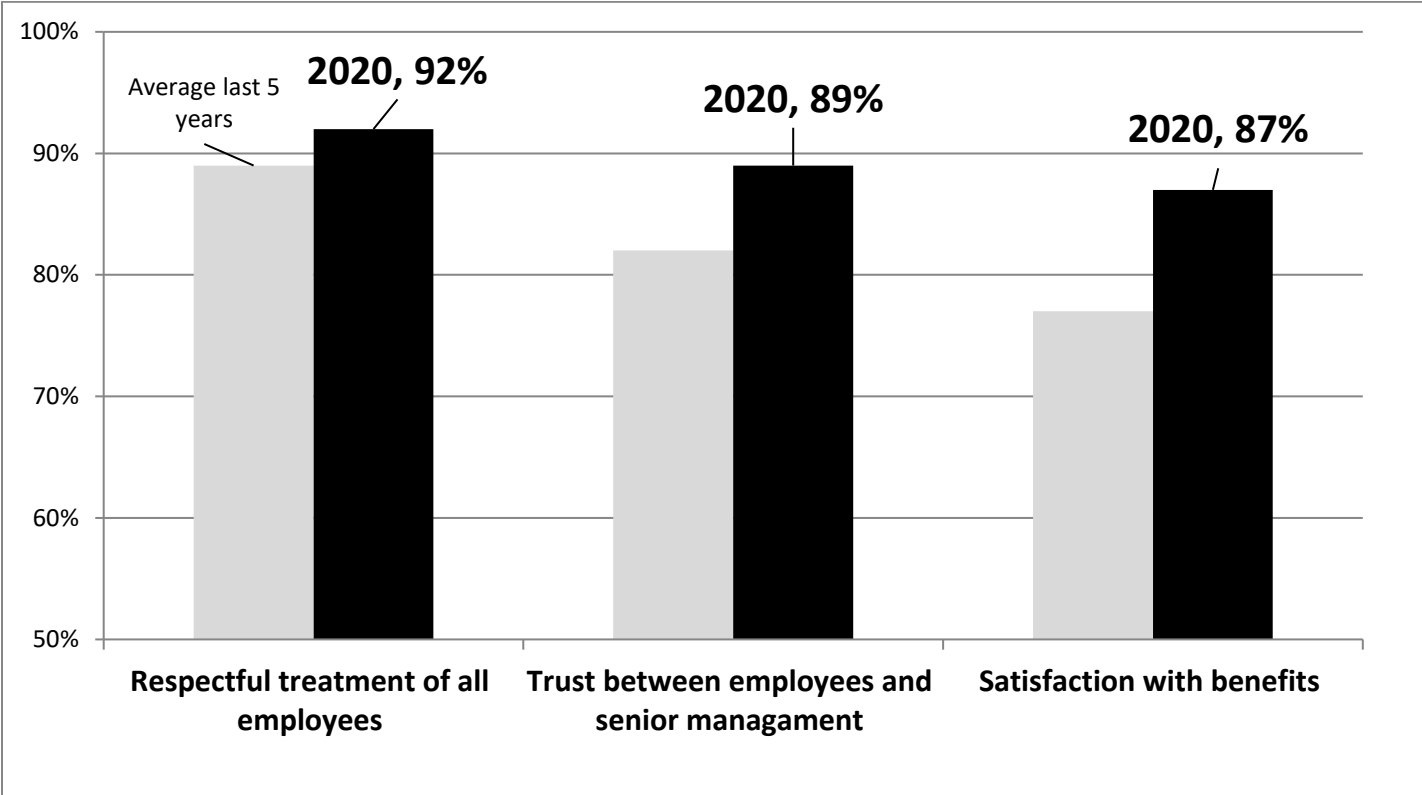
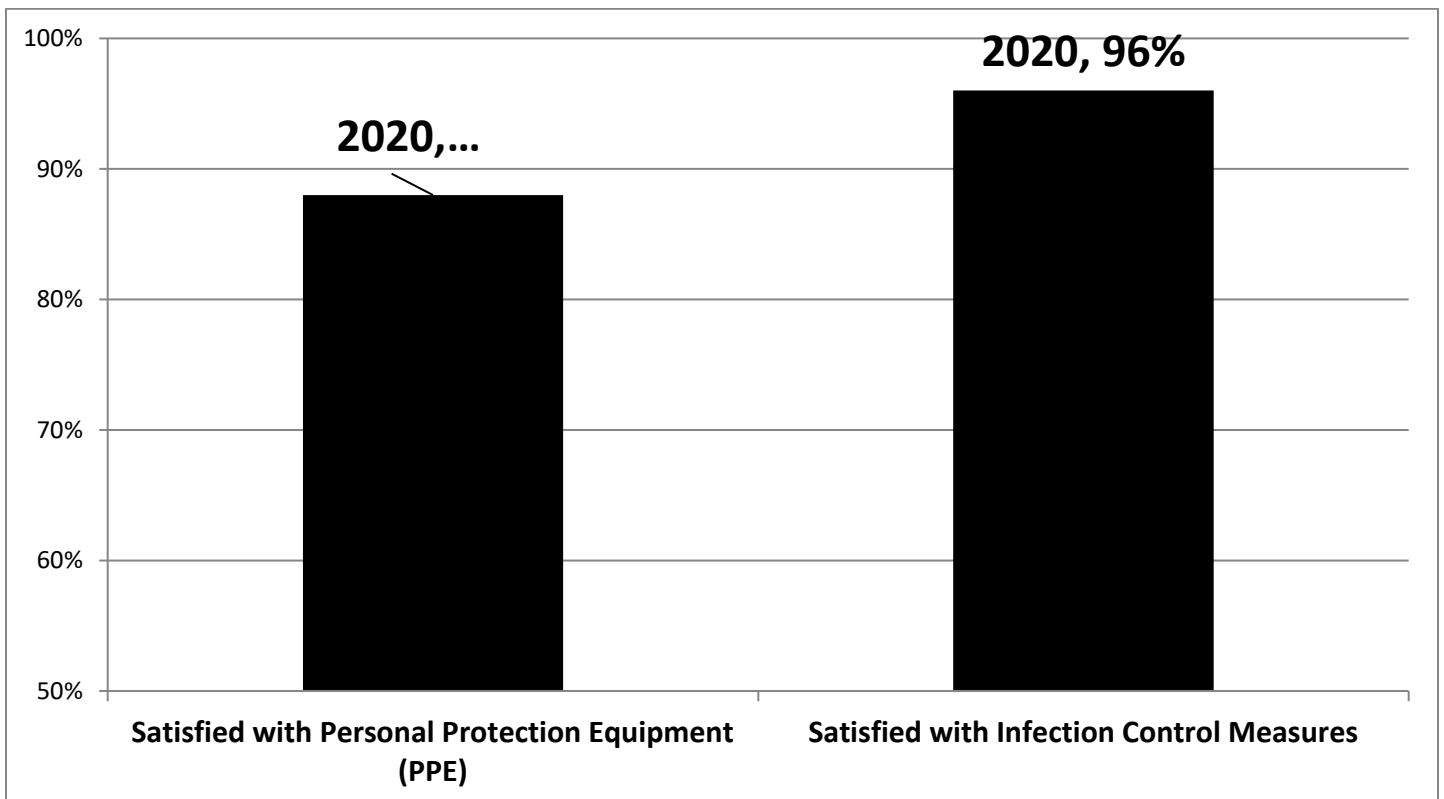
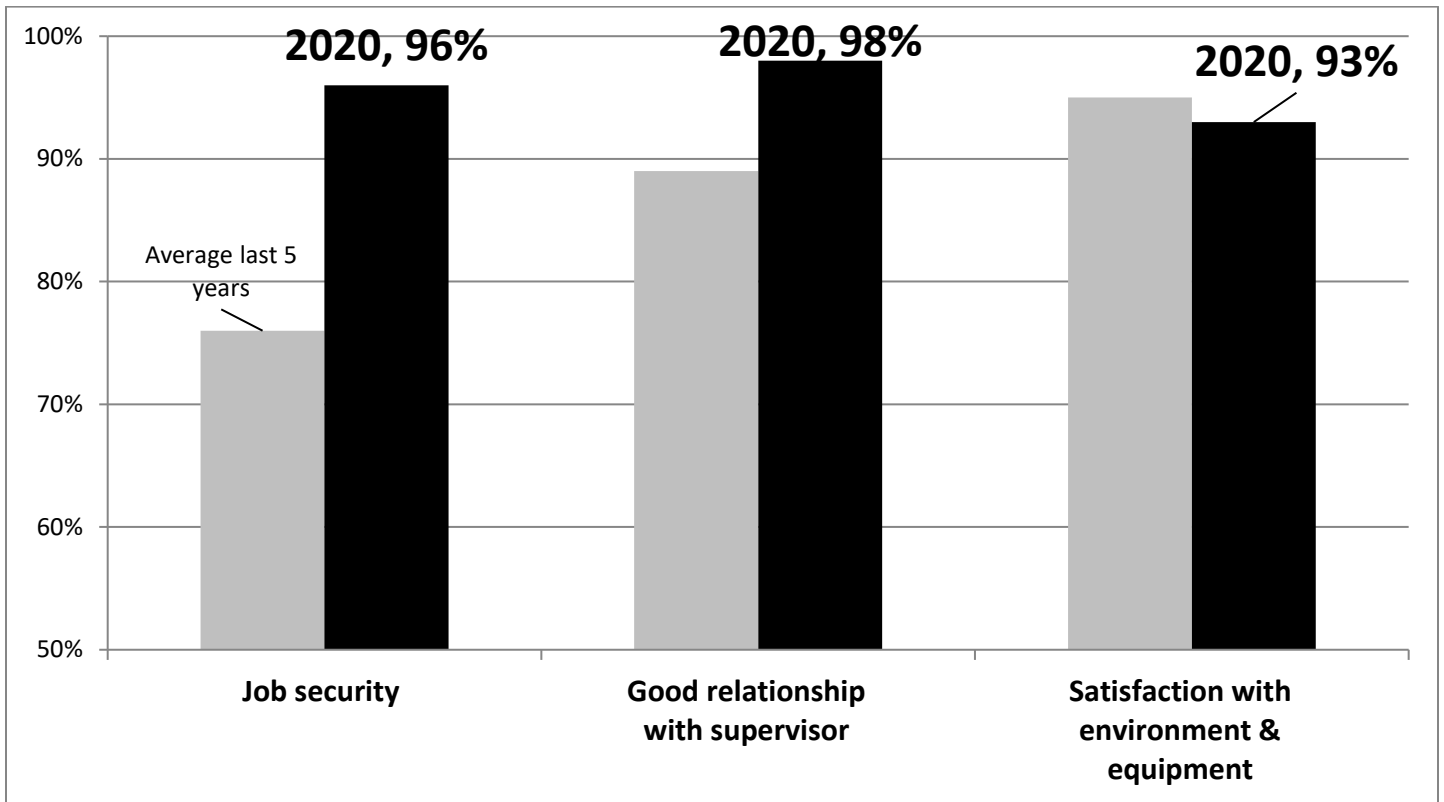


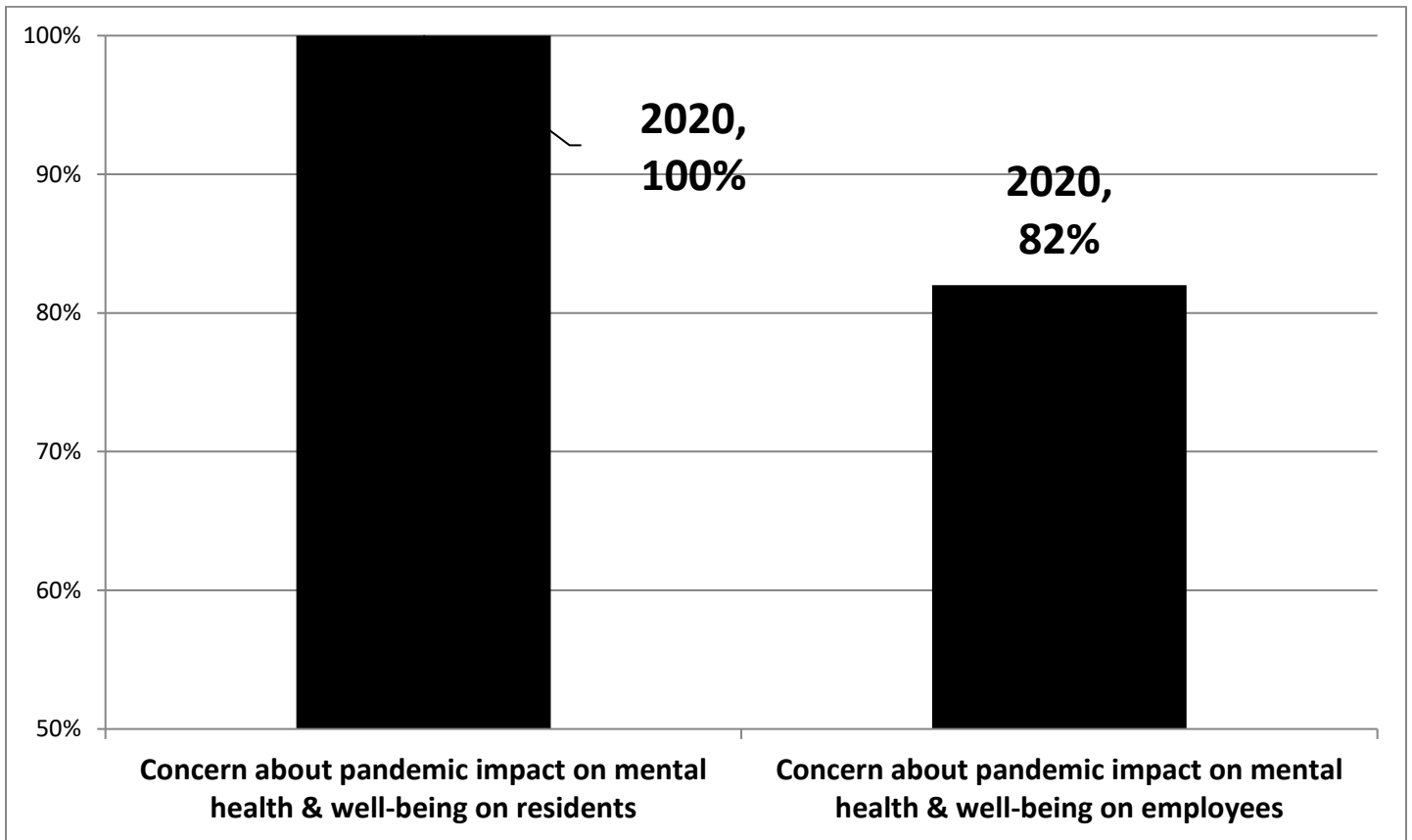
Friedman Place 2020 Employee Satisfaction Survey

- **100%** of employees are concerned or very concerned about the negative effects of the pandemic, including all the restrictions, closures, and etc. on the mental health and well-being on RESIDENTS
- **98%** of employees are satisfied or very satisfied with their relationship with their immediate supervisor
- **96%** of employees are satisfied or very satisfied with how secure they feel in their job (i.e., that it is not at risk)
- **93%** of employees are satisfied or very satisfied with their physical work environment and the equipment that they have been given to do their job
- **92%** of employees are satisfied or very satisfied with the level of respectful treatment given to employees at all levels
- **91%** of employees are satisfied or very satisfied with the level of respectful treatment that they are given by residents
- **89%** of employees are satisfied or very satisfied with how much they trust senior management
- **87%** of employees are satisfied or very satisfied with their benefits overall (insurance, paid time off, TDA retirement, Flexible Spending Account, ADP, etc.)
- **82%** of employees are concerned or very concerned about the negative effects of the pandemic, including all the restrictions, closures, and etc. on the mental health and well-being on STAFF.
- **80%** of employees are satisfied or very satisfied with their salary, compensation, and pay

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







COMMENTS FROM THE SURVEY

BENEFITS & COMPENSATION

- I think we should have a 401k
 - **Agency response:** The agency has for many years provided a Simple IRA (which is very similar to a 401K) retirement savings plan and contributed 2% of salary (which is the maximum allowed by law) to each employee’s account once they have been employed with us for two years. No employee contribution or match is needed. The overall retirement plan currently holds over \$225,000 that has been given by Friedman Place to current and former employees. We have been trying to switch to a 401K so we can increase the contribution and are hopeful it will take effect January 1st
- We should get more PTO and paid holidays, like the day after Thanksgiving, Christmas Eve, and New Year’s Eve.
 - **Agency response:** Friedman Place provides far more Paid Time Off (that can be used for any reason) than most not-for-profit or for-profit organizations. Starting from their first

date of employment all employees earn Paid Time Off regardless of how many or few hours they work. A 40 hour per week employee will earn 20 paid days off (four weeks!) for each of their first five years of employment and that amount increases over time. Part-time employees receive a pro-rata amount of time off based on how many hours worked. Six paid holidays are also provided.

- The benefits package is by far one of the most generous in the not-for-profit industry and is cost-effective for the benefit of employees.
- The health insurance doesn't cover anything at all, we need better insurance.

RELATIONSHIP WITH SUPERVISOR & SENIOR MANAGEMENT

- The ability to approach administration and seek fair resolutions and exchange ideas is very much the norm
- The administrator is rude and doesn't know how to talk to people
- I've seen some supervisors in the past not getting along with their employees.
- My supervisor is very warm, very considerate, very professional and very inclusive
- We work incredibly well together
- My supervisor has stepped up a lot with staff and is trying to make the best out of things even when things get tough
- I'm grateful to have an open door policy.
- The administration team is very dedicated to the brand and very dedication to running the agency fairly and smoothly,
- My supervisor I trust more than all. The others have fake reactions when you have a problem.
- I think they all work hard at this.

RESPECTED BY RESIDENTS

- 99% of the residents are very, very respectful, 1% might require behavioral and social adjustment, likely due to illness, and etc. have experienced more disrespect following the start of the pandemic.

PERSONAL PROTECTIVE EQUIPMENT AND INFECTION CONTROL

- Despite the intense demand for PPE's nationwide, the agency has somehow managed to keep itself well-stocked, distribution is controlled and monitored for effective utilization, it is well known that we are well-positioned to face any change in pandemic-status with good, rational supply and related-policies

- Our masks aren't supposed to be reused
- The employees should get at least 5 masks for 2 weeks, instead of 1 mask for just a month
- We should receive a mask every week or give employees 4 masks at a time so we won't have to keep asking

Agency response: Within a few weeks from the start of the pandemic shut-down the Agency has provided KN95 masks to all employees. They must be worn at all times and employees can get a new one whenever they ask. For some staff the masks last a long time and for others much less; staff moving around a lot will probably wear theirs out more quickly than someone who is mostly sitting at a desk. Residents are provided cloth or surgical masks depending on their preference and must wear one when out of their apartment or in the presence of another person.

- Let's just keep doing what we are doing in terms of infection-control efforts, stocking and utilization of PPEs, approachability of management, updating and notification of changes in agency-based and state-based policies
- This is perhaps the shiny-star part of the agency's effort to keep the pandemic at bay, the limits on unnecessary movement, limit on use of activity rooms, computer labs, mail area, staff lounge has resulted in zero-infection rate to date. The constantly cleaning, policy revisions, temp monitoring has put us ahead of the virus and we remain a safe place to live and work.
- There should be a required short term (around 3 days) quarantine for residents who leave the building.
- From the start of the pandemic, for instance, we had enough PPEs, a sound policy on effective use and implementation
- I feel the job should use bleach more often

CONCERN ABOUT RESIDENTS

- Freedom of movement is the backbone of national life in the USA, regardless of location or reason. The impact of the virus on the human body, especially those with pre-existing conditions, is well worth the restrictions and closures, safety is paramount to anything else. The agency offers limited means of exercise access to the outdoors and is constantly engaging resident via phone and email to soften the impact and reduce a sense of isolation.
- Residents need more knowledge and awareness about covid-19
- More options for the residents such as opening the dining room for dinner. Provide activities during evening hours and weekends. Technology and training (zoom, face time, etc.) to allow residents to communicate with multiple people from their own rooms.

CONCERN ABOUT STAFF

- For staff we are all gainfully employed or receiving normal compensation, for those working from home. Of course, our concerns mirror national life, it is frustration and often-time inconvenient, but to remain healthy and working without interruption is again, well worth the changes in daily

OTHER

- Everything is going well. Keep up the great work!
- I should get hazard pay
- Maybe we should get hazard pay
- The agency remains on solid financial footing and communicates policy expectations and changes to the benefit of all to follow
- When residents are allowed back to using common areas I hope they will be encouraged to use white canes instead of their hands to find their way.
- Although it might be surprising that I worry about my job security a lot
- Better internet connection across the building would be a huge help
- There is angst about the time clock, not being early, not being late. Is there a way to address this as adults that have responsibilities and duties at home that can be unpredictable

In October of 2020, **62% of** employees responded anonymously to a satisfaction survey. All questions offered five possible answers from best to worst on a Likert scale: Very satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, or Very dissatisfied. It is important to note that the survey was completed seven months into the pandemic and after the building was effectively locked down.