

# Friedman Place

## 2022 Employee Satisfaction Survey

**100%**

- **respectful treatment given to employees at all levels**
- **relationship with immediate supervisor**
- **physical work environment and equipment**

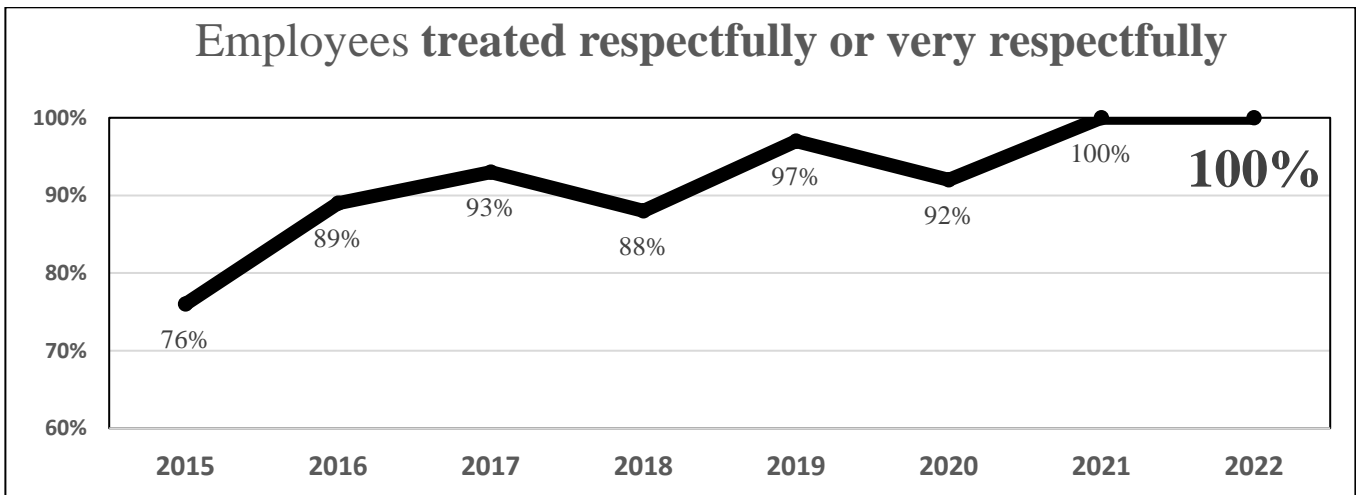
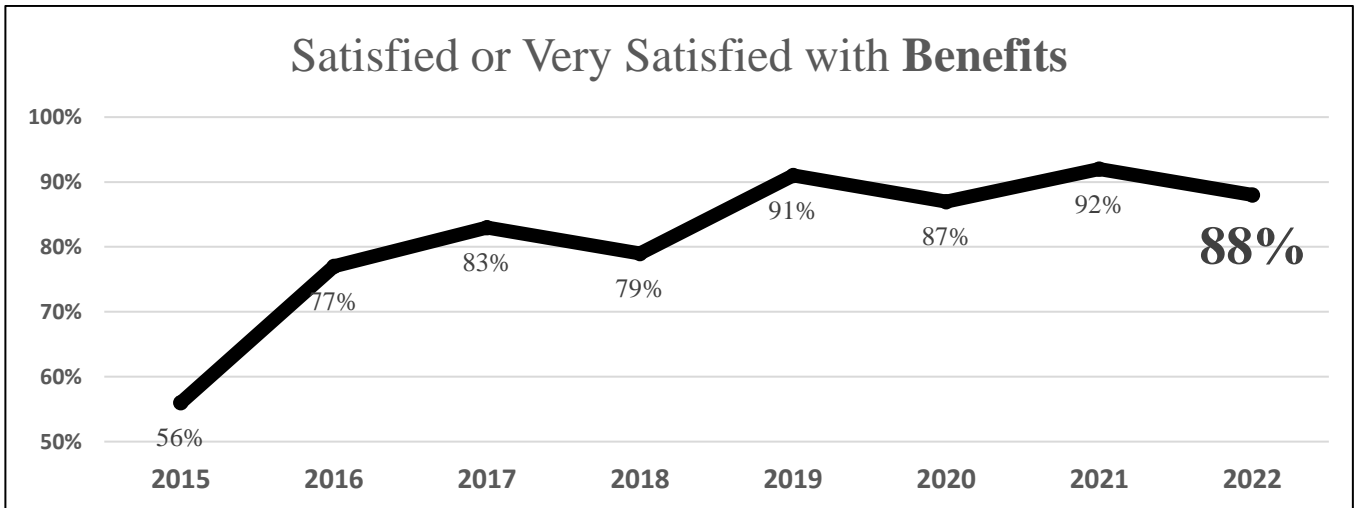
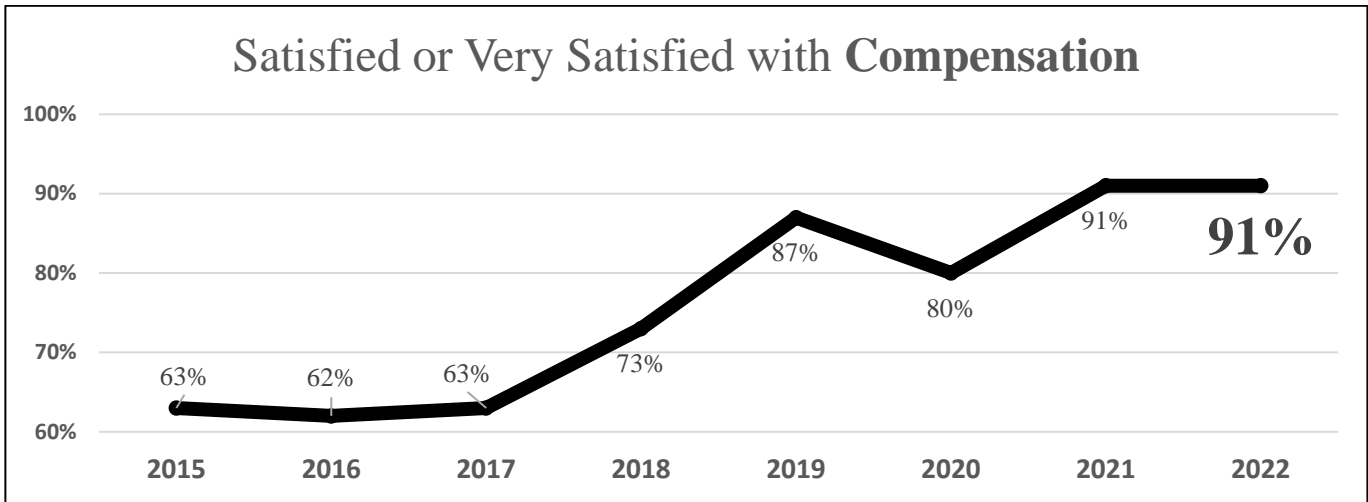
**90% - 99%**

- **salary, compensation, and pay**
- **job security**
- **trust of senior management**
- **respectful treatment given by residents**
- **infection-control policies to protect from Covid**

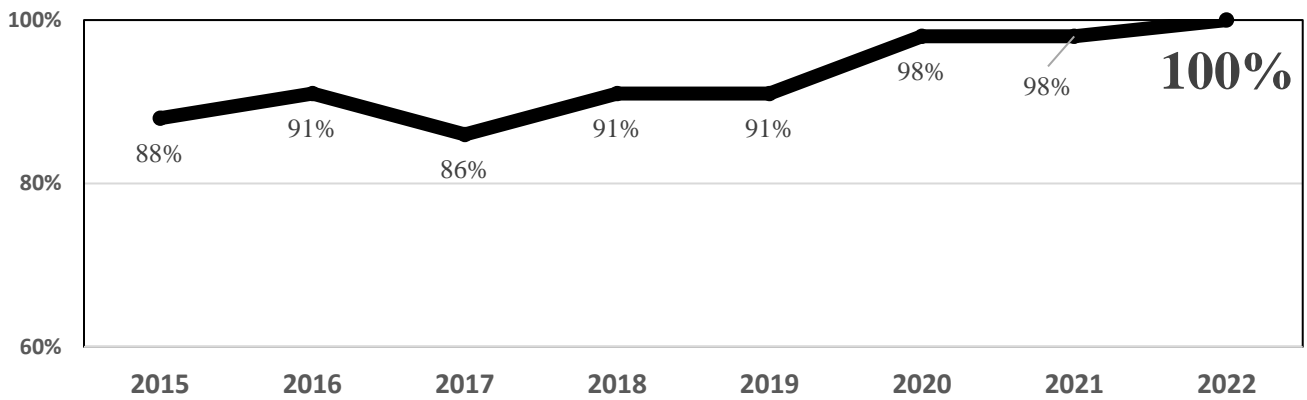
**80% - 89%**

- **benefits** (insurance, paid time off, 401k, Flexible Spending Account, etc.)

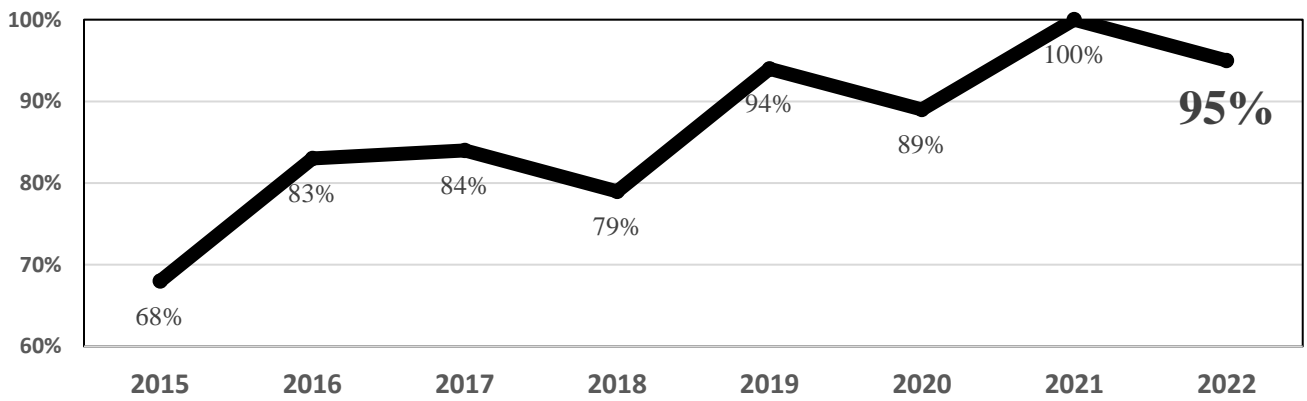
These charts show the percent of staff that gave one the two **best** ratings (e.g., “satisfied” or “very satisfied”), compared with the results from the past six years.



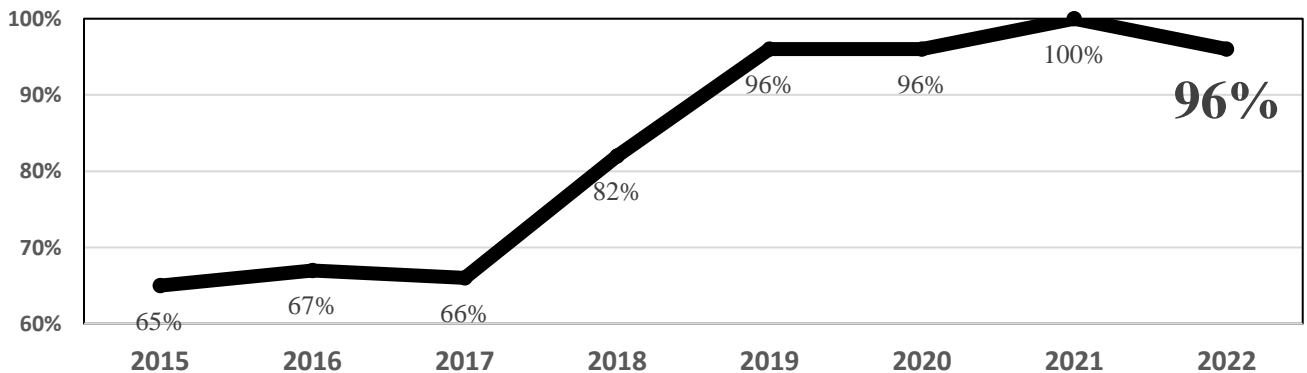
### Relationship with supervisor is good or very good



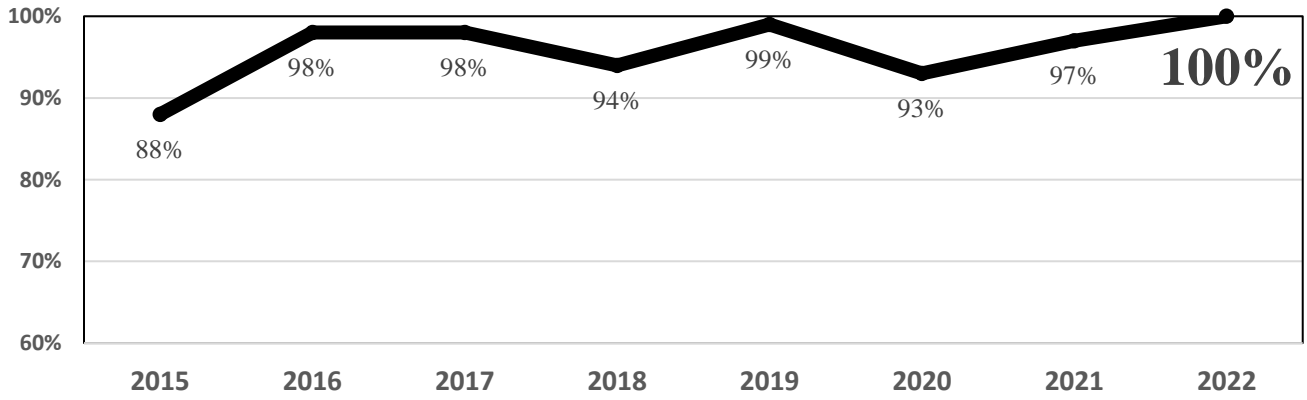
### Senior management is trusted or very trusted



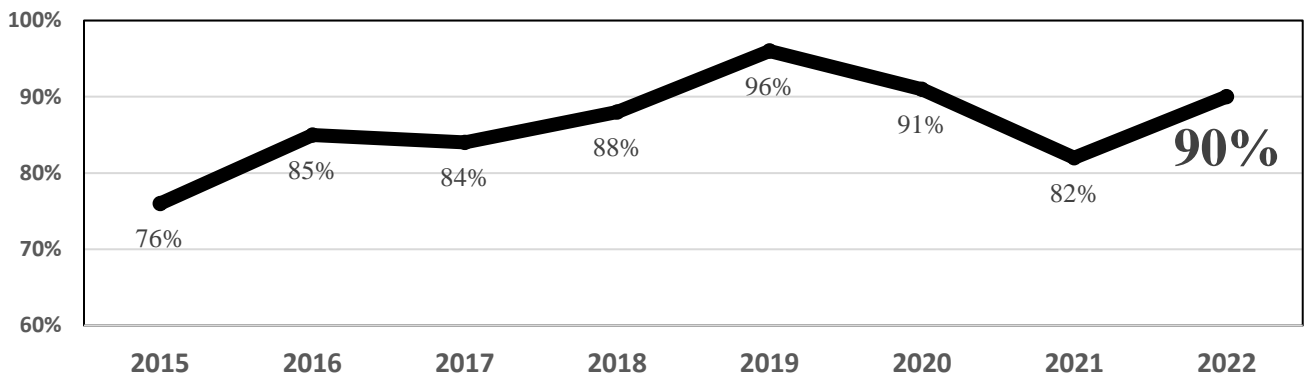
### Job security is secure or very secure



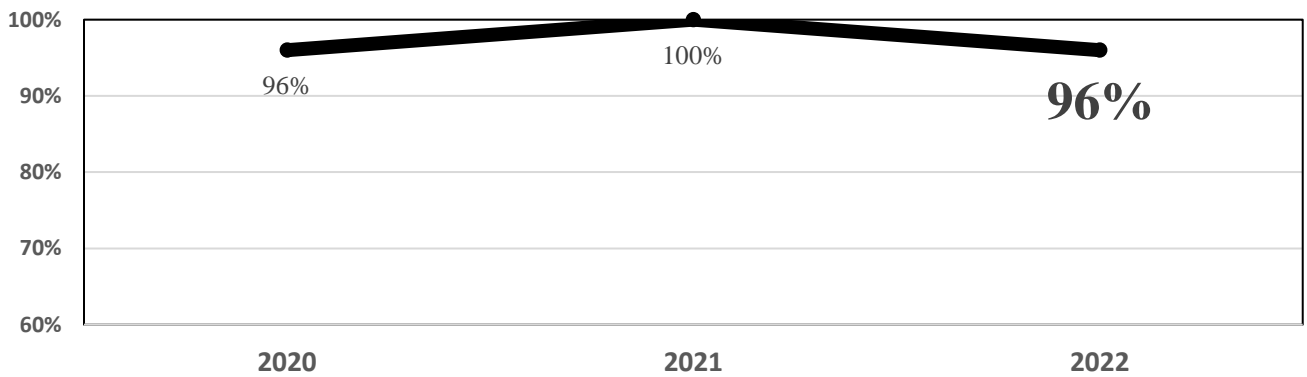
### Satisfied or Very Satisfied with environment & equipment



### Respected or very respected by the residents



### Satisfied or very satisfied with covid response



## **COMMENTS FROM THE SURVEY**

### **BENEFITS & COMPENSATION**

- CNAs get more now
- Minus discipline-related issues, compensation is consistent and fair
- Annual raise fell short of the cost of increase
- A lot of money being spent around the building- staff shortages and we must cover for those who are out. Making us do our job and part of someone else's job for the same compensation
- For a small agency the benefits and salary remain outstanding
- Mostly satisfied but still find the use of personal time off (PTO) for covid an unfair burden for employees to have to shoulder alone
- The health insurance has a lot of out-of-pocket costs. Dental insurance has a lot of out-of-pocket costs. It's hard to go into negative PTO balance when an employee has a mandatory Covid quarantine. Adding personal days/additional holidays/PTO days would be good. ADP does not seem like a helpful resource.
- The health insurance could be better, but I am satisfied with all other aspects
- Mental health services are not covered adequately.

### **RELATIONSHIP WITH IMMEDIATE SUPERVISOR**

- Friedman Place is very progressive and very clear about the rights and expectations that should be afforded to each other
- I feel respected by my supervisor, but my colleagues have different experiences
- I feel respected, but colleagues often share they don't feel the same.
- I enjoy a pleasant enough relationship with my supervisor

### **TRUST IN SENIOR MANAGEMENT**

- I see no reason to distrust - most members of senior management tend to be somewhat progressive
- It varies.
- high staff turnover lately is concerning
- Communication could be better.
- Most you can trust with your comments and your concerns and others you cannot

### **JOB SECURITY**

- In my area, our jobs are fairly sound
- All the "Did you know emails" we receive make it seem like we are not doing our jobs and increase stress level at work.
- Bullying is an issue

### RESPECTED BY RESIDENTS

- This can be a challenging population to work with. There is not a lot of support to employees to build staff morale. The trainings we have are largely through Relias. This is a very limited format in addressing the challenges staff face, in day to day issues with residents. There are in-person, interactive trainings out there that would address issues better, and offer staff support in working with this population.
- Residents are often demanding and inconsiderate to understanding staff members spaces and time

### PHYSICAL ENVIRONMENT AND EQUIPMENT

- Constant improvements are always being made

### COVID-19 INFECTION-CONTROL POLICIES AND PRACTICES

- I am satisfied with the policies in place. I understand why they are in place, but it is difficult to manage residents' expectations when we are operating by different guidelines and policies than the state or city of Chicago.
- Covid policies are overbearing and invasive
- The policy is highly effective and has prevented death and chronic illnesses

In October of 2022, **40% 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 2022