

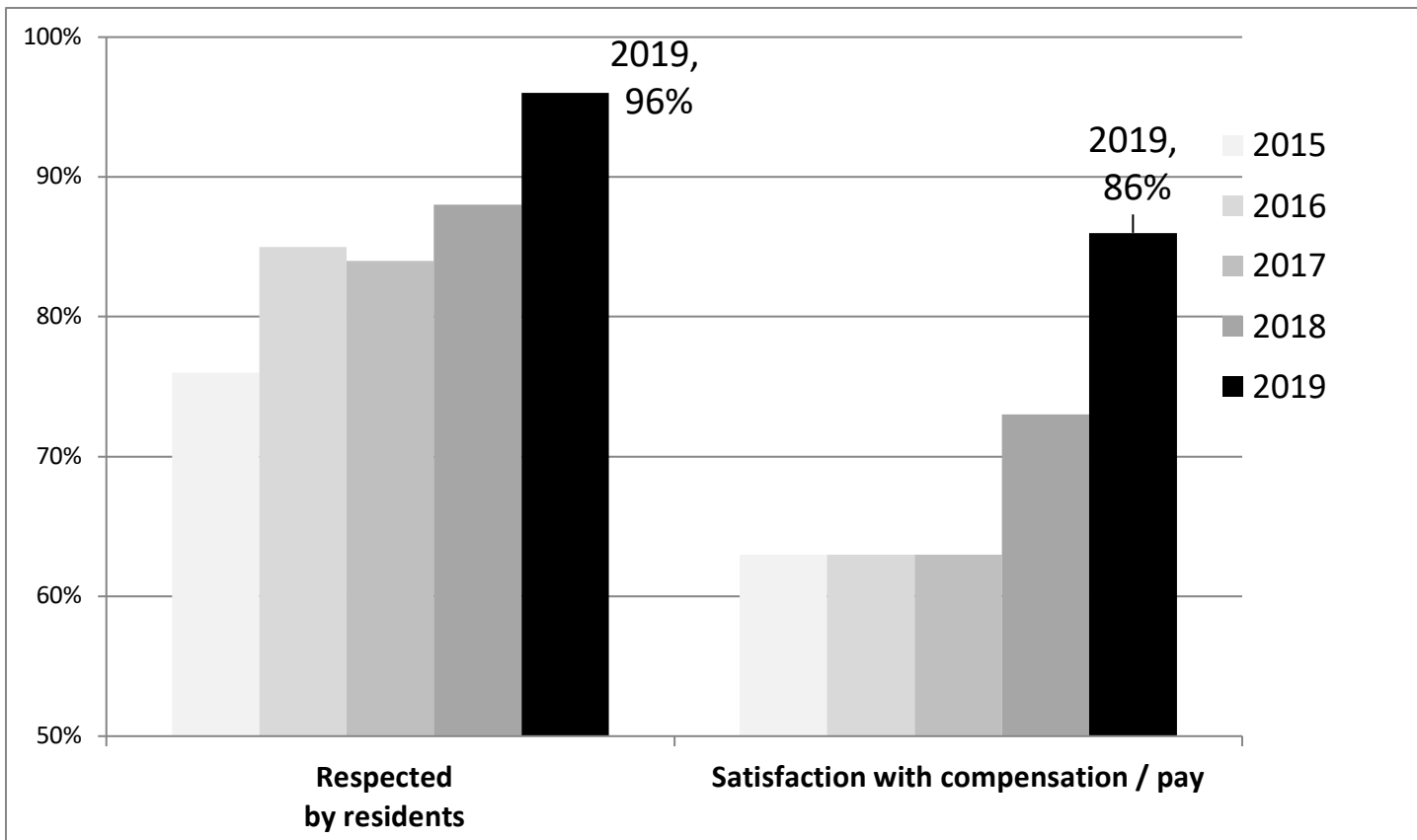
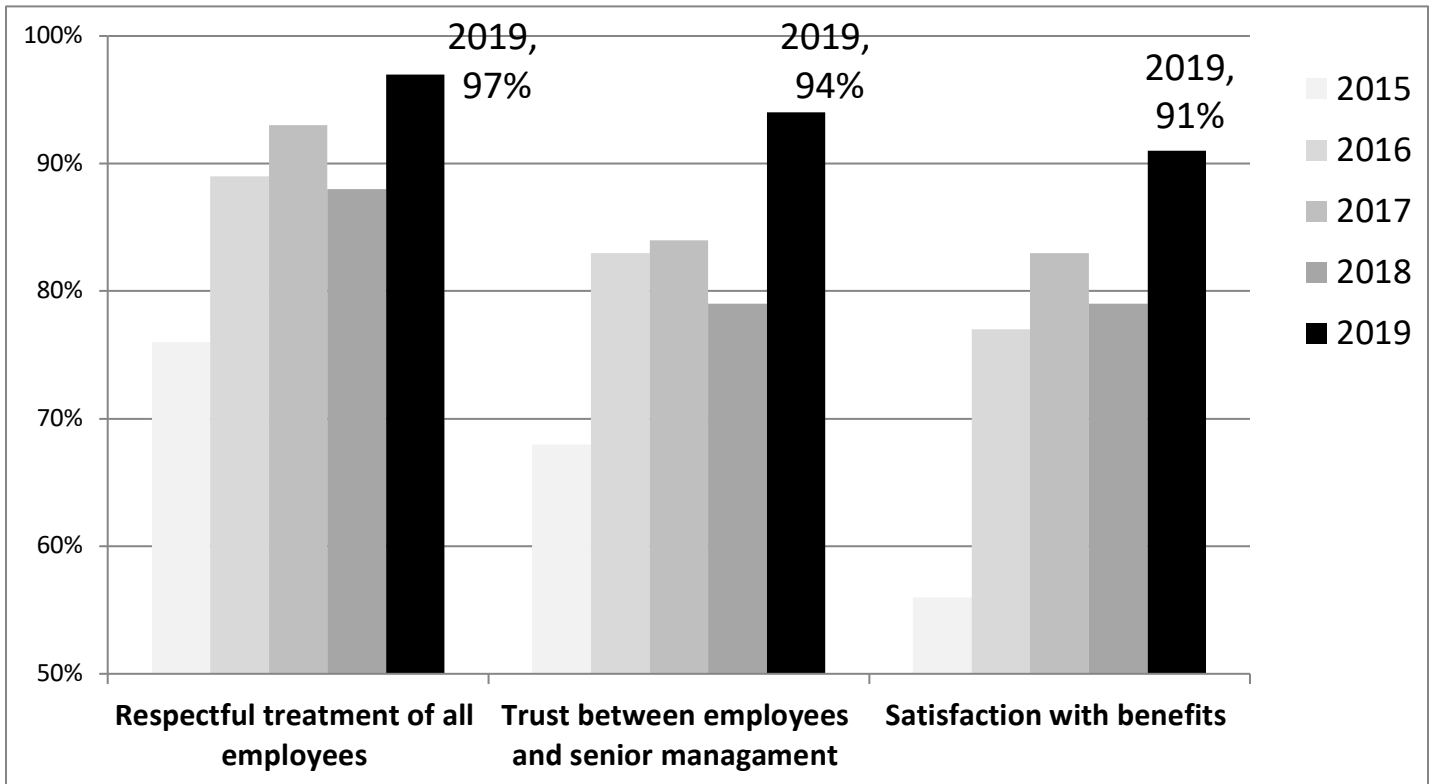
Friedman Place

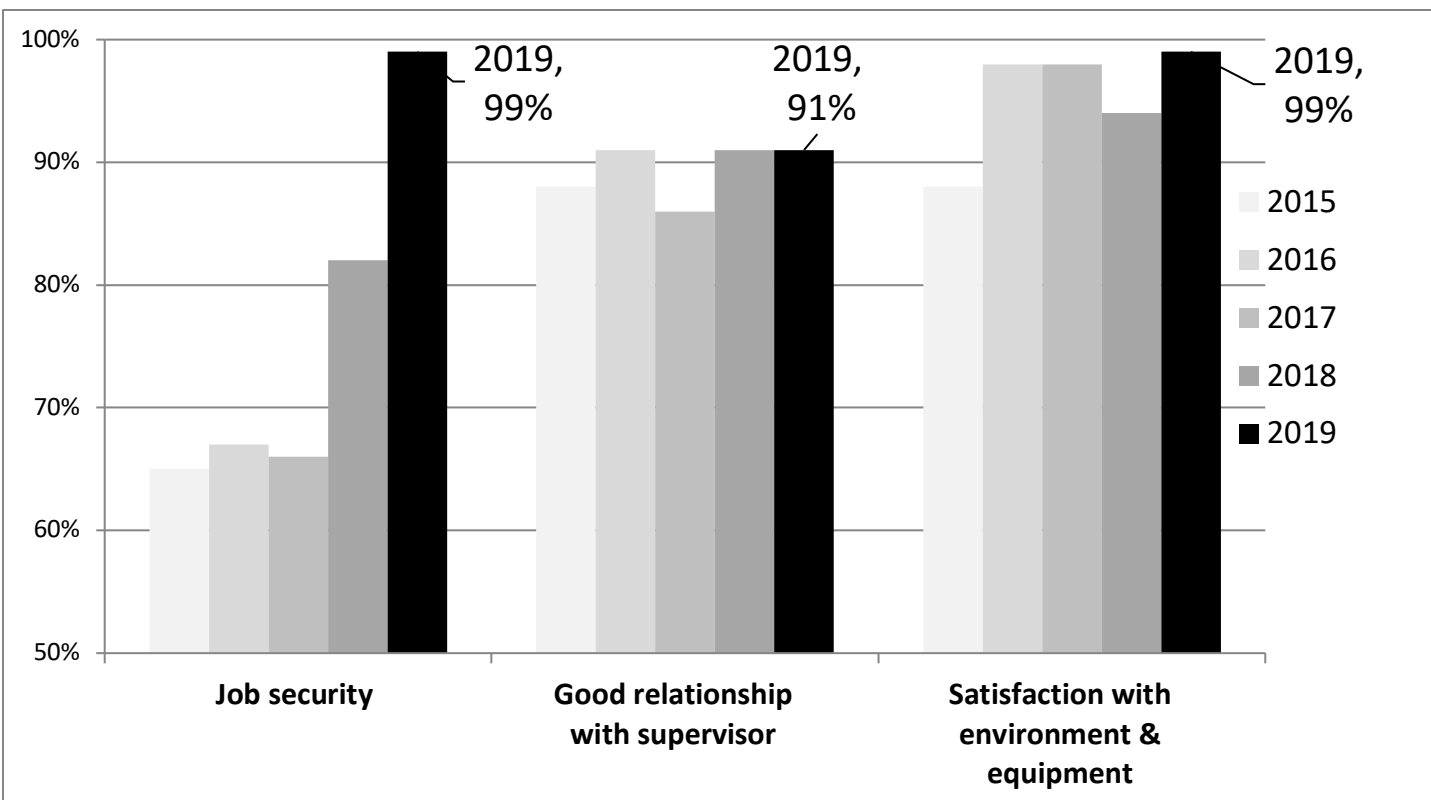
2019 Employee Satisfaction Survey

In December of 2019, 71% 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.

- **99%** of employees are satisfied or very satisfied with how secure they feel in their job (i.e., that it is not at risk)
- **99%** of employees are satisfied or very satisfied with their physical work environment and the equipment that they have been given to do their job
- **97%** of employees are satisfied or very satisfied with the level of respectful treatment given to employees at all levels
- **96%** of employees are satisfied or very satisfied with the level of respectful treatment that they are given by residents
- **94%** of employees are satisfied or very satisfied with how much they trust senior management
- **91%** of employees are satisfied or very satisfied with their relationship with their immediate supervisor
- **91%** of employees are satisfied or very satisfied with their benefits overall (insurance, paid time off, TDA retirement, Flexible Spending Account, ADP, etc.)
- **86%** of employees are satisfied or very satisfied with their salary, compensation, and pay

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





COMMENTS

BENEFITS & COMPENSATION

- The benefit packet is amazing and almost unmatched for an agency this size, I am most pleased with the benefits, all around.
- Not sure what TDA retirement and EAP are?
- Would like a 401K retirement savings plan

Agency response: The agency has for many years provided a TDA (which is very similar to a 401K) retirement savings plan and contributed 2% of salary to each employee's account once they have been employed with us for two years. The agency is currently trying to increase the contribution amount. There is no requirement that the employee contribute anything to the account; the money is just given. The overall retirement plan currently holds over \$200,000 that has been given by Friedman Place to current and former employees.

- The agency should determine a set amount of 'sick days' instead of having a general Paid Time Off. Frequently, I've observed employees come in while sick, in order to avoid using Paid Time Off.
- Would prefer more Paid Time Off
- Paid time off is great but I do not like that I have to use it in order to request a day off.
- Offer paid vacations- an allowance to go toward hotel, airfare, or attractions. Offer travel allowances.

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.

- Under the law, a full-time employee is defined as someone who works 30 hours or more per week. Why does Friedman only consider 40 hours full time?
- It's hard to feel appreciated or valued. I hate that "the agency" only considers full time status to 40 hour employees. The state of Illinois considers 30+ full time.

Agency response: While appreciated, this comment is not correct. The law does not define full-time employment in this way. Our insurance carrier (like most) requires an employee to work at least 30 hours per week to be eligible for insurance; employees who work at least 30 hours per week are eligible for health, dental, and vision insurance. Being designated "full-time" or "part-time" changes nothing in terms of eligibility for benefits, with the exception of insurance and bonus and Paid-Time-Off amounts.

- The agency should have overtime for employees in different departments.

Agency response: While appreciated, this comment is not correct. As required by law, the agency pays overtime for all hourly employees who work more than 40 hours per week. While we try to minimize overtime where possible, as a 24/7 provider it is sometime necessary. In 2019 the agency incurred 690 hours of overtime out of over 18,000 hours of hours worked by all employees. Most overtime occurs with dining and certified nursing assistant staff.

- I strongly feel that the yearly bonuses are not distributed fairly. How is it that someone who works 12 hours a week or a PRN that started this year can have the same bonus as someone who works 30+ hours a week and has been with the agency for almost 10 years?

Agency response: While appreciated, this comment is not correct. We were extremely fortunate that staff (as they have for many years) received holiday bonuses in December. Below are the amounts.

- Full-time (40 hour) employees = \$500 (net amount, so the actual checks were for \$500)
- Part-time or as-needed (anything under 40 hours) = \$250
- New full-time, part-time, or as-needed employees who started after June 1st but before September 1st = \$250
- New full-time employees who started after September 1st = \$125
- New part-time or as-needed employees who started after September 1st = \$50

RELATIONSHIP WITH SUPERVISOR & SENIOR MANAGEMENT

- No kind of communication at all when it comes to work related as for any changes on a daily basis.
- We have the good fortune to have a kind, professional, warm, approachable, mature hands-on Director, the department has regained its footing.
- Amazing.

- I really have not had any time to get to know nor talk to anyone, so I cannot really say if I trust anyone yet
- I trust Cheryl, Beth, Kathy, and Rita. I don't know Mary and Alexander so I don't know what to think.
- Very poor communication skills. Is very impolite with staff members and residents. Does not show any kind of passion and drive for their title and position
- There seems to be a popularity vote when it comes to employees. If you don't have an opinion and keep your mouth shut your job is secure and your immediate supervisor grants you special privileges.
- When you have a different opinion then someone else you should not be treated like an outsider nor received bully tactics because you have your opinion.
- Cheryl is good with staff.
- Directors are seen and hands-on, good energy and always fair, kind, professional and approachable.
- There should be more transparency about any changes made in the agency.
- I do not think that everyone an open door policy. Be that when you go to your supervisor and tell them on how you feel that a problem might occur because you have a different opinion on certain things and how the other person received it very personally. Then you proceed to tell the other person what was said now you just build hostility working environment between those two co-workers. Now you have the one worker feeling like a snitch and a fool for coming to you about problem. The other workers turning all the others workers against the other worker by getting them not to talk to the other worker when they at work. I have other ideas but I will keep them to myself being that this is anonymous.

PHYSICAL ENVIRONMENT

- The agency overall is a pleasing bit of real-estate to start with, inside/outside. We are well stocked on the essentials like gloves, masks when needed and our vital signs tools are good.
- Thank you.
- My work area, where multiple staff share space is sometimes noisy and hectic and we, as staff are working to minimize these distractions.
- Lightweight laptops would be a welcome option instead of PCs so work environments could be better.
- Keep doors locked when there's no one at the front desk. Staff have access key cards for a reason. Even when someone is at the front desk, the only door that should be kept unlocked is the front main door. Have electronic key fob door locks for rooms, if not all, maybe for those residents that really struggle using a standard key lock. The whole building should be exterminated systematically, perhaps one wing per floor per month or bi-weekly to eradicate the bb infestation for good.

RESPECTED BY RESIDENTS

- There are a few that are disrespectful but the majority are very respectful. The residents are not respectful of the dining staff.
- Everyone seems nice and friendly.

- Residents have a wide variety of health/mental challenges, leading to different kind of reactions and personalities, but all deserve to feel safe, most are respectful and gracious to live where we work. The majority of residents are very respectful. Those who are not seem to be those who aren't satisfied with anything or respectful of anybody, so I don't take it personally

OTHER

- Everyone one has an open door policy, voices are heard and considered.
- Staffing levels are within normal range, the agency is financially solid, the apartments are all full, State complaints never found true, firm positon overall.
- Team building activities with staff, like in-house movies afternoons once a quarter, something funny or suspenseful.
- I would like to suggest that we have a Human Resource staff, even part-time. I don't think that we have appropriate staff to be able to deal with some of the staffing challenges that we deal with. Additionally, I don't feel that ADP can handle some of the smaller issues that need to be dealt with in house. Our staff does not have the training to handle these issues.
- A recent senior staff change left the nursing department in a bit of upheaval, more emotional than environmental, this caused some grief, but the agency ship is now steady and we're back to sailing in calmer waters and providing good, consistent service to resident and one another. Also, very happy about the Friedman Place Navigator Program, I see it as a win-win for the agency and the larger community. It's innovative and smart, it will reach those who are not seen or unaware of supportive services.
- My biggest suggestion is that Friedman should work to implement clearer procedures for day to day duties for all departments. Friedman has policies, but in many instances, the policy provides a framework but unclear directives. This leads to at times things going undone because we don't always know "who's on first."
- Improve appearance and work efficiency of front desk and administrative hallway.
- I believe that you are trying the best that you can, thank you!
- Pay people on the first and 15th. Offer the day after Thanksgiving off & floater if staff must work.
- I was wondering for this question (regarding staff feeling respected by residents) if it's shared with the residents because I think they should have an idea on how the staff feels about them as well.
- It is more than obvious that much thought was put into how this facility is run, and it shows! I am so proud to call this my place of employment!
- Some of the residents don't respect the staff but for the most part they are okay.



A Community for Adults Who Are Blind or Visually Impaired

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