

# FRIEDMAN PLACE

*Supporting the Independence of Adults who are Blind*

## 2024 RESIDENT SATISFACTION SURVEY

In the spring of 2024, seventy-six percent of the residents participated in a satisfaction survey. Historical results are also provided going back to 2013, just prior to the Agency undertaking a major reorganization. Overall, the residents of Friedman place reported that they were extremely satisfied with their home and the services that they receive.



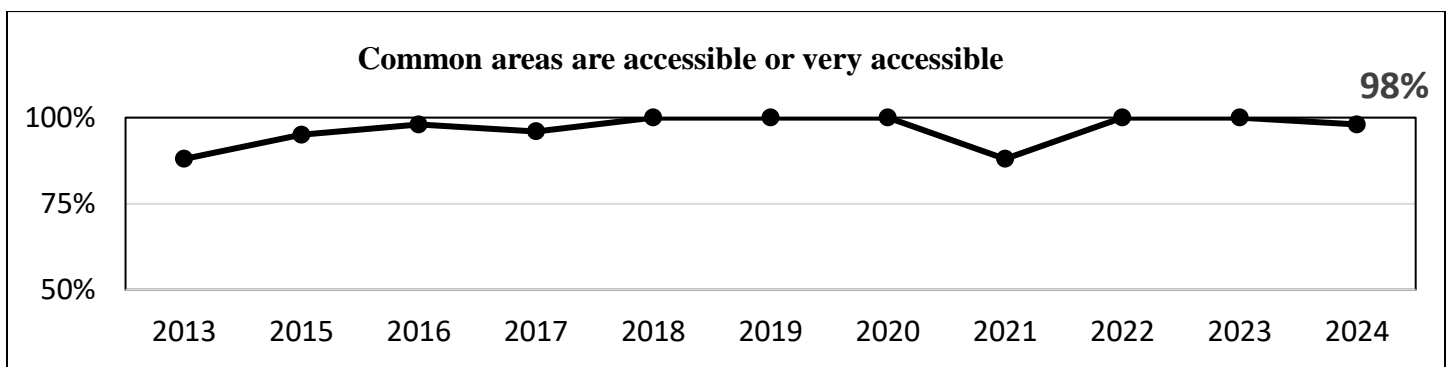
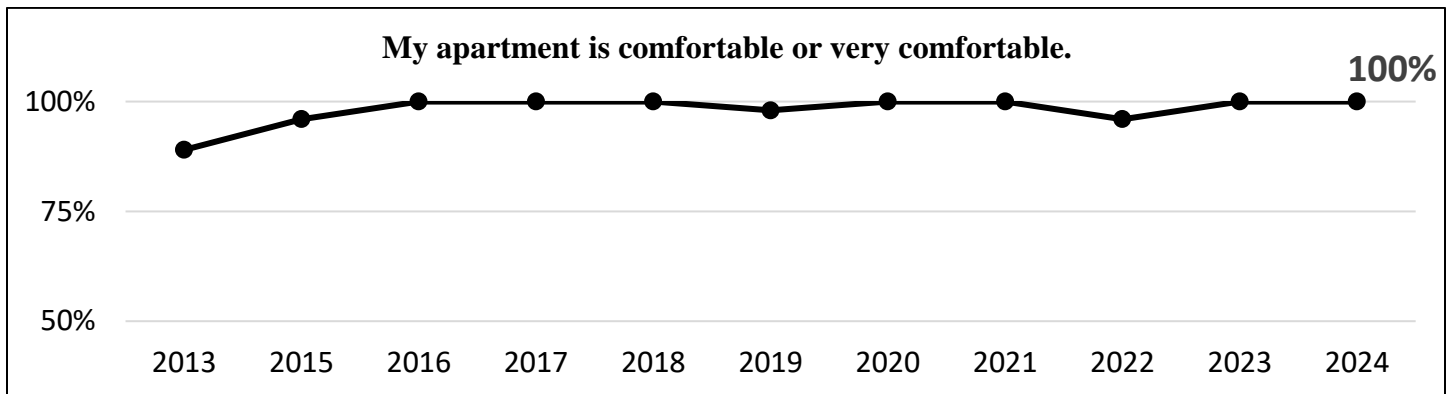
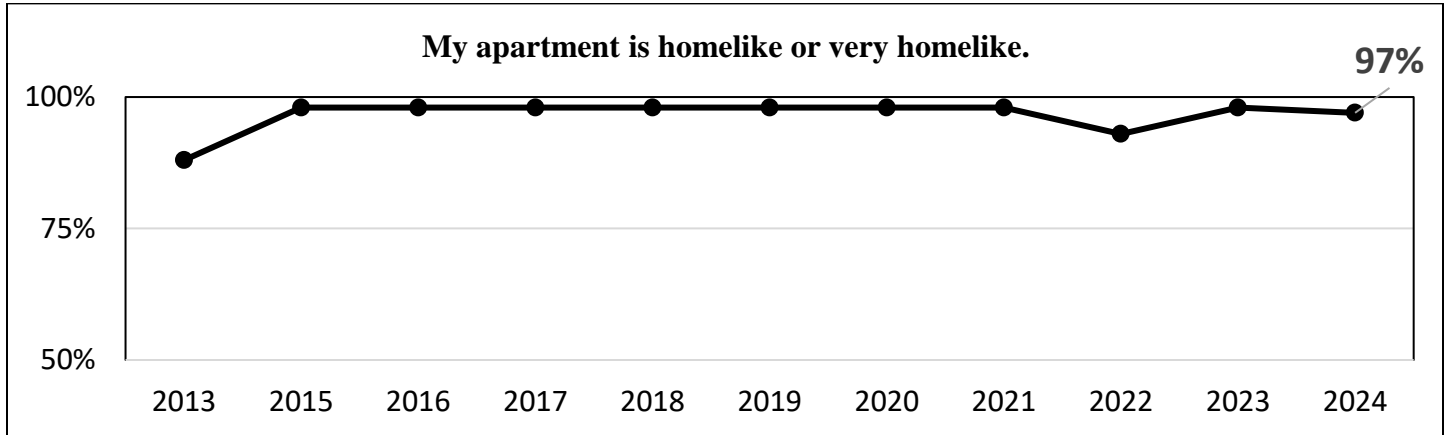
## 2024 Results

### *I agree or strongly agree that:*

- My apartment is comfortable or very comfortable 100%
- I make my own lifestyle decisions 100%
- Common areas are accessible or very accessible 98%
- My apartment is homelike or very homelike 97%
- The quality of meals is good or very good 93%
- I would recommend Friedman Place to other adults who are blind 93%
- I feel safe here 93%
- The agency has improved my quality of life 92%
- I have a degree of control over personal preferences such as choice of meals, refusing services, etc. 91%
- I feel a sense of trust in staff 90%
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question 90%
- Staff are courteous and helpful 90%
- Friedman Place has helped me meet my personal goals 88%
- Policies and procedures are clear or very clear to me 87%
- I have opportunities to give input into agency policies and procedures 62%

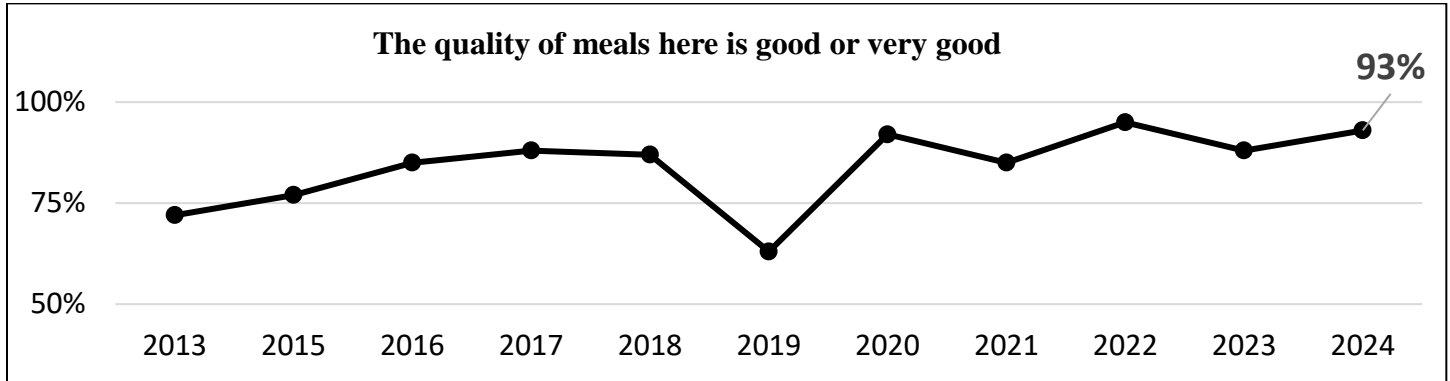
## PHYSICAL ENVIRONMENT

Each resident lives in an individual studio or one-bedroom apartment (one-bedrooms are usually for couples), which includes a kitchenette and a full bathroom. There are a variety of Activity Rooms and Exercise Rooms throughout the building, along with a main Dining Room, Computer Lab, Weaving Studio, and outside patios.



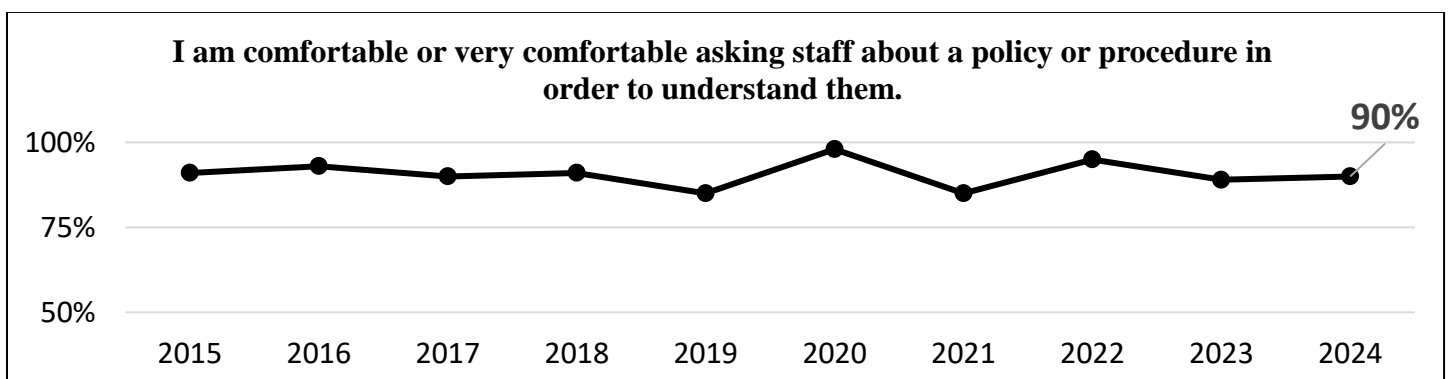
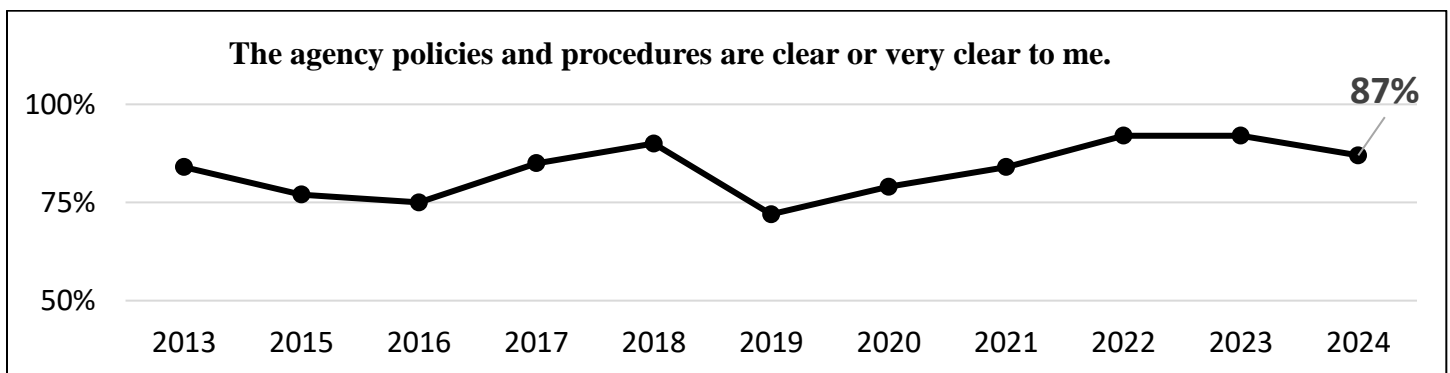
## FOOD SERVICES

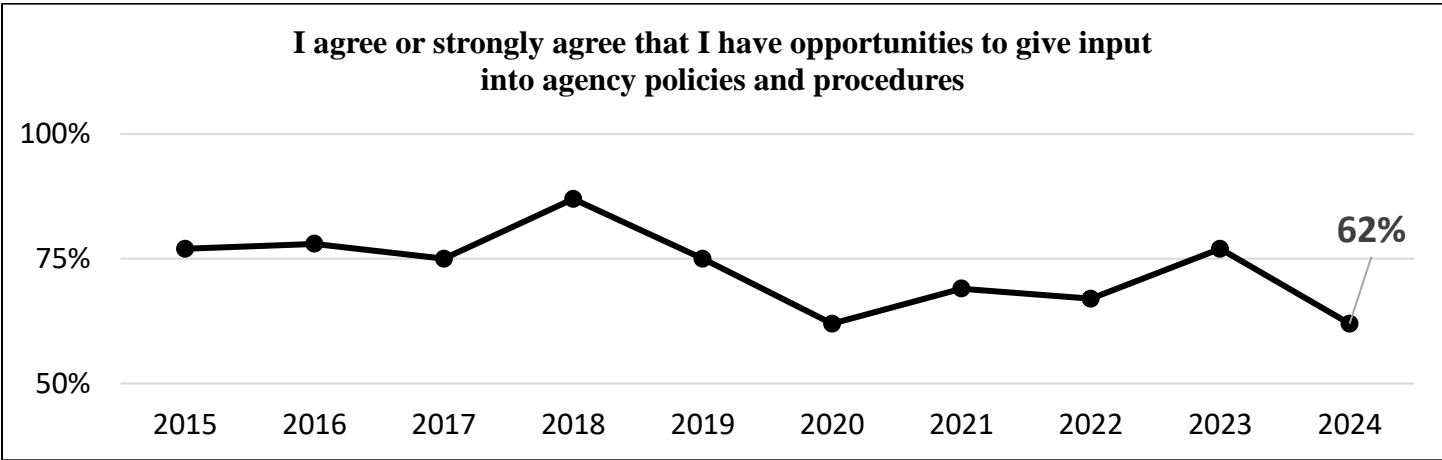
Three meals are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal. A “healthy choice” option is always available.



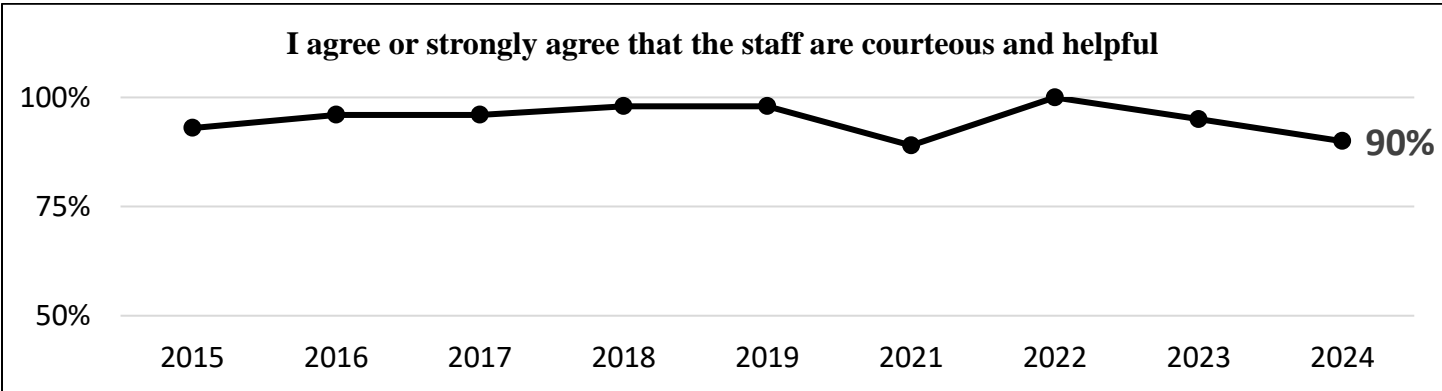
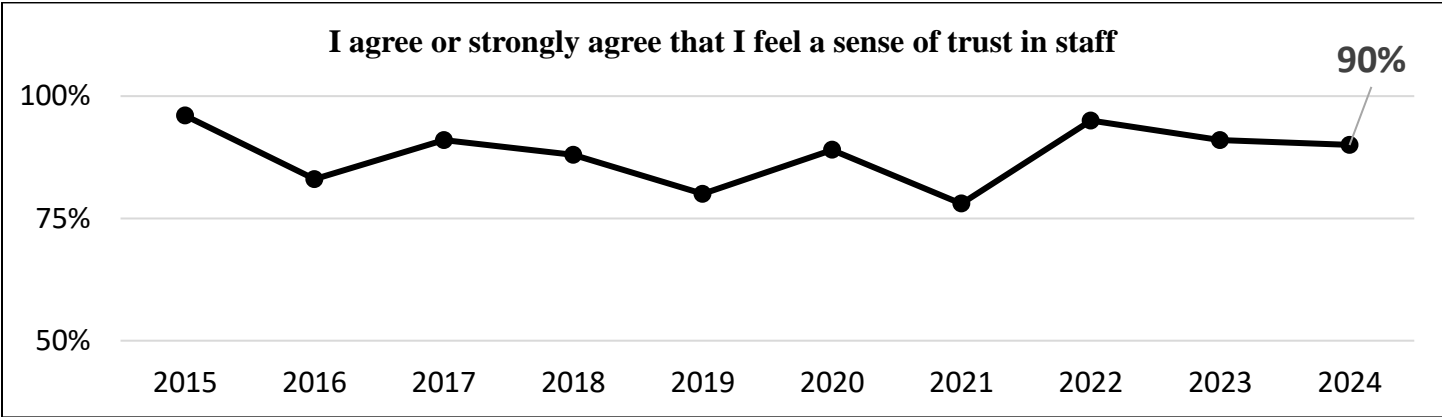
## GENERAL INPUT AND AWARENESS

Friedman Place is licensed by the State of Illinois as a Supportive Living Program, and as such, is largely directed by the required rules, policies, and procedures (see Title 89, Social Services, Section 146, Specialized Health Care Delivery Systems), which significantly limits the input residents (or staff) have in their development.

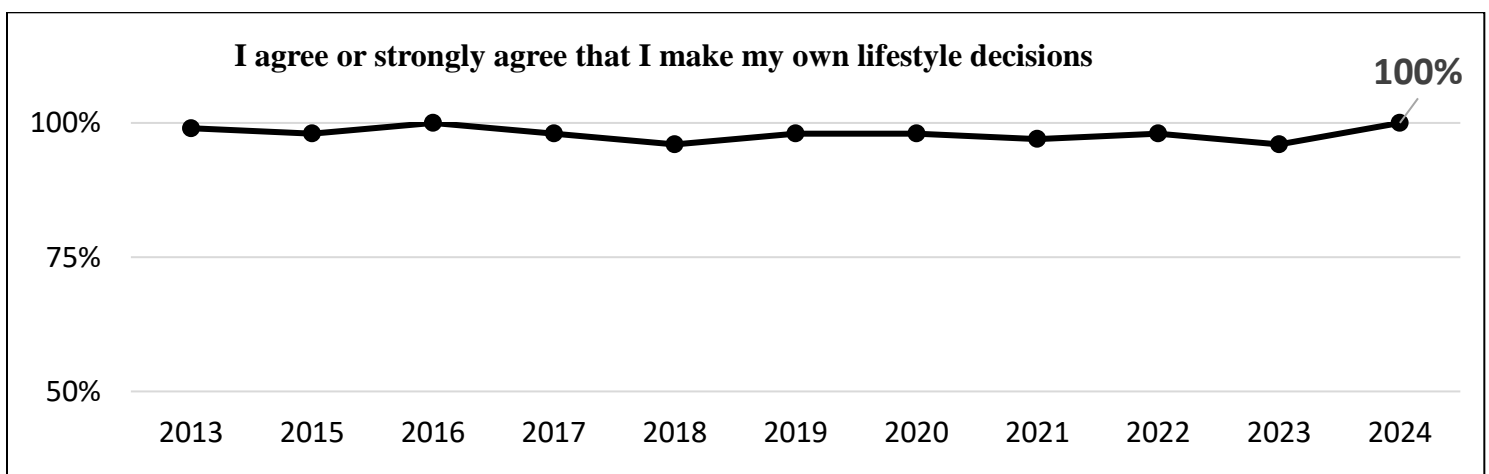
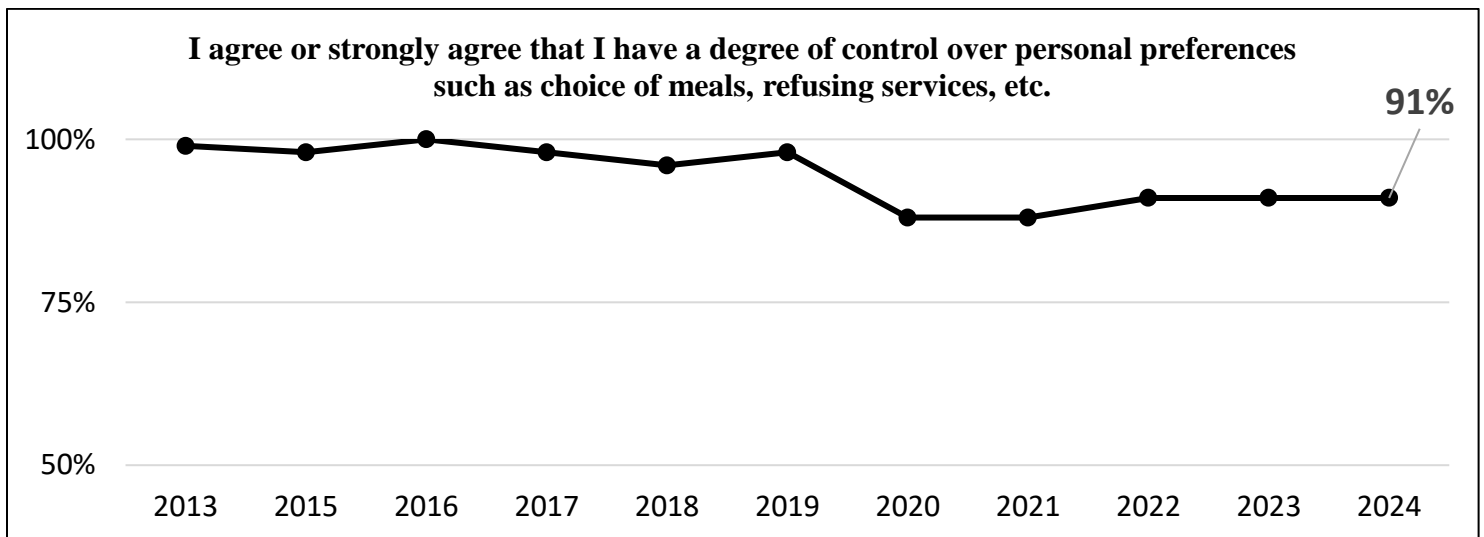
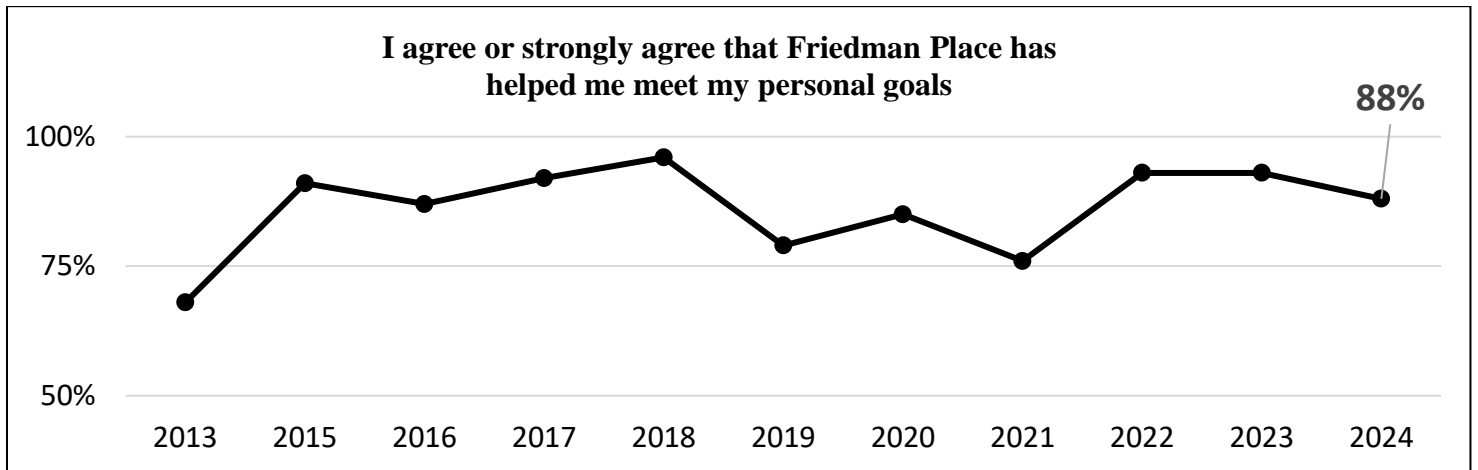


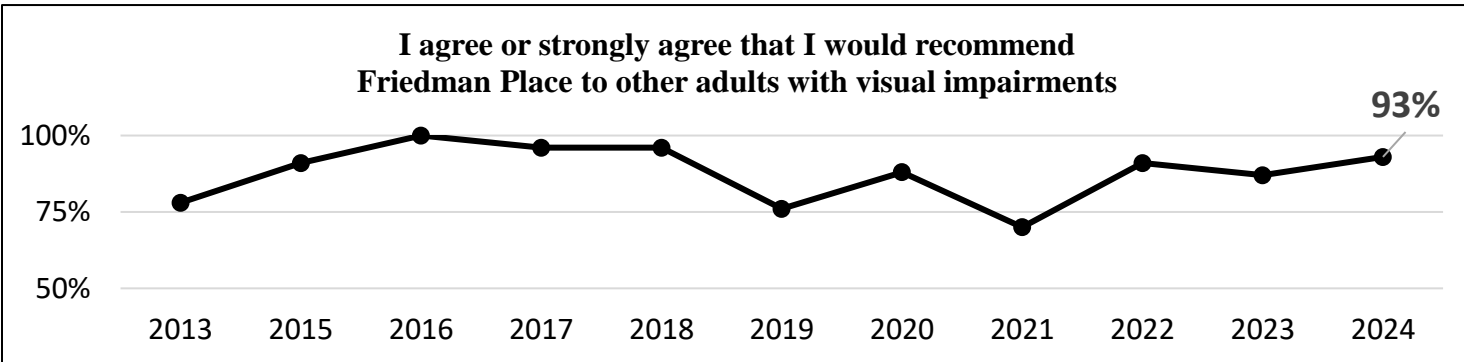
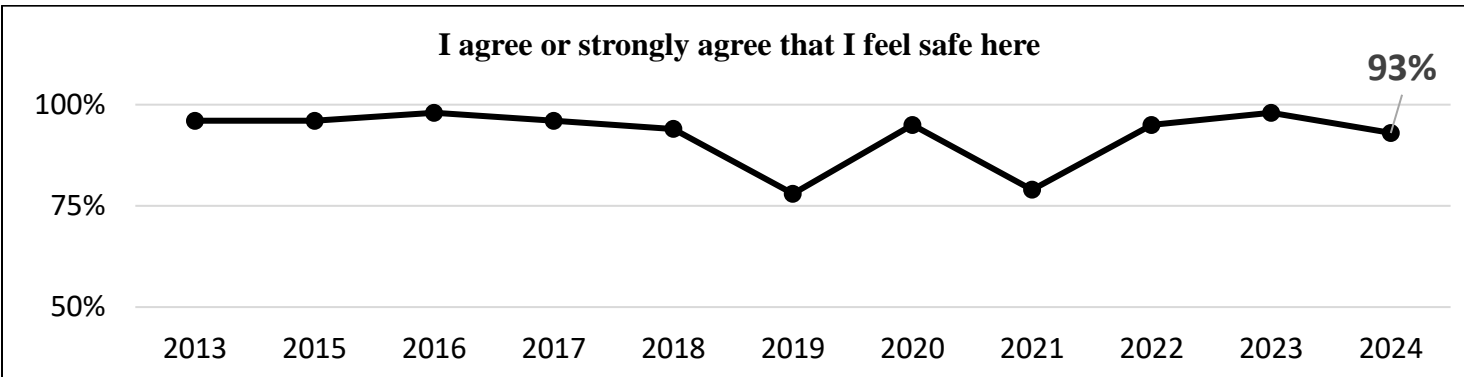
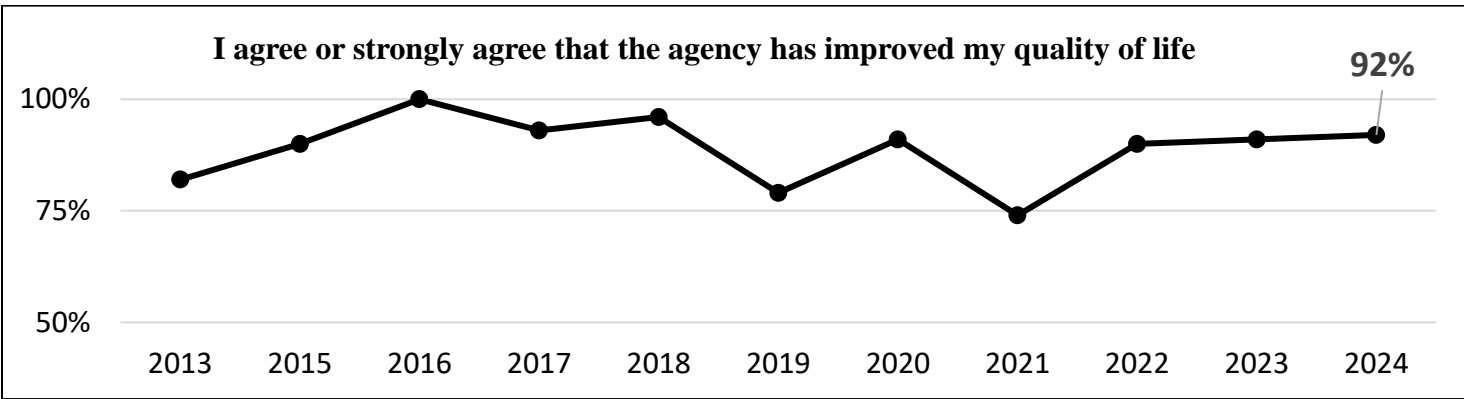


**STAFF RELATIONS**



## QUALITY AND GOALS





## Comments

Friedman Place residents make up a diverse and varied community, with some coming from extremely difficult and challenging situations and who are very glad to find a safe place to live, and others from very happy situations that circumstances forced them to leave when they would prefer not to (for example, due to worsening illness or the loss of family or other caregivers). Friedman Place is proud of the aggregate scores reported above but also believes that it is important to be transparent and publish all of the comments offered, both complimentary and critical.

- There should be classes teaching residents how to use their cane properly
- There should be a completely new staff and director.
- I want more input from residents regarding their personal life choices.
- More assistance with laundry would help and a shave helper
- Loves the weaving, ceramics and shopping opportunities
- Better quality of food please, it is terrible, people don't like to say anything but they agree
- I feel good
- You should ask for comments up front instead of the end. I've taken surveys since I came here. Nothing has changed for the better. As far as no one is caring about how to do and what to do. It's like everybody is discombobulated. Like they can't think. And when you bring it to their attention they look at you stupid. Like you're stupid. They ask a lot of questions. A lot of irrelevant questions. They don't ask pertinent questions. Phone is on the wrong side of the room. Have to travel to the other side of the room when someone calls or he wants to call. When I'm not feeling well that's kind of difficult for me. All I do is go down to the cafeteria and down to dinner. I don't go to any other place because I'm not able to. It's very difficult for me to. Was accessible when I walked with a normal cane. Now the cane has wheels on it, a standup cane and it makes it hard to open doors and to go through doors. Just getting out of my apartment to go down to the cafeteria I have to really pay attention to what I'm doing because if I don't I have a problem. What they give you is not healthy. They give you a lot of manmade stuff. Not much cooked food. They give you processed food. I'm used to cooked food. I'm not used to something prepared already somewhere else and just heated up. I don't understand why they don't cook food here, why they give you food with no taste. I do it myself. I have to be my own advocate. No one understands what I need and what I'm looking for. I have to explain in detail when I have problems. There's no one who really understands what I'm going through in the process of going blind. I have back trouble that causes difficulty in walking at time. I came here going blind. It has progressed and I'm having trouble getting what I need. I don't know what to do about it. I'm walking through this by myself My door is never locked unless I leave the building Need to have a medical doctor as director or something that can look out better for blind people. Not someone that just has a certificate of letters, a letter doctor. They can look at you and notice from your gait, how you're walking, how you're interacting with things. The difference and the



change in you as opposed to someone who has read a book all their life about the same thing and hasn't encountered it.

- Friedman Place is a nice home. And it's very independent living. And it's a fun place. And I like to pray. I like doing my own laundry. And I love making my own bed myself. And I like the music that I listen to. I learned how to play keyboard and piano. I'm still learning. I'm learning to play some songs. I enjoy the activities at Friedman Place. I love sitting outside when it's nice and warm. And I enjoy Friedman Place.
- Once the executive director makes up his mind, that's the way it is. Wish they had more ground beef. Helpful but don't know how to treat us as adults. A little bit condescending at times. The ones who did treat us as adults are gone. The turnover rate here among staff and residents is really high. The more veteran staff are no longer here. So that's why I have to cut a lot of them a lot of slack because they are just learning their positions. I wish they would do more thorough background checks on applicants. I hear they are taking applications from people just released from mental institutions - that's in the rumor mill - and I'm concerned about the people coming here being stable. I would believe it more if I had heard this from a staff person. I didn't realize there are people with multiple problems when I moved in. I'm used to it now. People should know this is a long-term health facility. Get better equipment for the laundry rooms that isn't constantly breaking down. If the cost of this would be out of sight, don't bother, but I wish have pressurized toilet tanks rather than gravity so they don't clog as easily. If there's any conceivable way to heat up the smoking area in the dead of winter, I wish they could do that. A safety concern - make sure when they clean the smoking area they empty the ashcans, especially the plastic ones. More than once I've smelled burning cigarette butts. I think this is a fire hazard.
- We have a problem with a cheap camera system. A gentleman who had just gotten back from dialysis was trying to get into his room. He slipped and fell and ended up bleeding to death. They didn't even tell the truth about it. The gentleman thought the camera system worked. It's a \$50 system. If it was a good system he would still be alive. They need to replace the camera system. I enjoy the independence. I do a lot of independent outings, like to the symphony. Today I did a sailing - best kept secret in Chicago - is that there are \$100 sailing lessons for the handicapped. I like that they help pay for independent outings and that they encourage (though half-heartedly) people to do it. I've done it for seven or eight years now. I don't do a lot of the organized outings. I should because they are good outings, I hear. That's my loss and not on them. I think our director has been there way too long. He's a good man but he needs better challenges because he just takes on certain people and hopes they leave. If they don't he gives 30-day notices and it's hard for them to work out a way to stay. Residents don't know how to challenge it and they end up leaving, in particular the cognitively challenged residents.
- I wish they would allow oven or cooking appliances.
- I feel that I can talk to some of the people personally about personal things and I feel I can trust them.
- Overall, I thank the staff for what they do they need to feel appreciated and shouldn't take everything for granted. I'm sure they work very hard to keep this place running smoothly
- Friedman Place is very much a happy for me to be. It is nothing but happiness for me being here.
- A lot of maintenance needs are not being met, I had to call several times before an apartment leak was dealt with. When I was having issues because my apartment would flood, I was concerned and I wanted Certified Nurse Assistants (CNA's) to come into my apartment and check and they did not and they said they were going to call maintenance and I thought it was the CNA's job to help with that. I would also like to mention that one day there was a smoke smell on the 2nd floor, the CNA said that she would be down in 15 minutes because she was doing something else. It was not from my apartment, it was from outside and the social worker came into my apartment and said it was because someone burnt toast. On the weekends the CNA's are very delayed in getting things done to help you

during the day. When the housekeeper comes into my apartment, they leave the cart in walkways and does not clean the apartment to my standards. Other than that, I think the services are great and we are able to do what we want to do when we want to do it and they are very fluent in telling us what is going on. We can go to people to get what we need.

- You guys are really doing a great job
- I feel that things aren't being done at my convenience like maintenance needs.
- I really love this place. I really want to stay here.
- I'm thankful all the staff at Friedman Place. I love it here!
- I would like to be able to have the windows as open as we would like to like before. And I wish there was a way to get back in the building if I want to sit on the first-floor terrace at night.
- Friedman place is a nice place, some of my neighbors are nice, I pray for certain neighbors' hearts to be softened. I pray to God to keep doing what I'm doing. I pray for more nice residents to move in.
- The atmosphere of respect and kindness here at Friedman Place is palpable.
- I should have my toaster oven if I want to. I know how to use it. Let those who know how to do things do them. Let others have the extra help they need. You can't force someone to take something from you that belongs to you when you move into an apartment, even if it's really really bad. That's communism. I didn't want to come here. It changed the way I'm acting. For the most part I'm so crabby. They did something unfair to someone that I knew that shouldn't have happened. I'm really ticked off.
- There can always be room for improvement in the dining room, more choices than just the ones that they have, but the food here is good. I wish there were more healthier choices.
- I would like to see things be a certain way. More volunteers, I would like my volunteer to come back because there are certain places I would like to go like out to eat.
- The driers keep on breaking, maybe we should lock the doors at night. I think we should allow smoking in the apartments, primarily to avoid the constant fighting going on the smoking deck.
- Sometimes I feel like maybe the CNA's are overworked.
- I wish some of the walking areas were safer for people with balance problems

Located on the northwest side of Chicago, Friedman Place is a nonprofit residential supportive living community – essentially an assisted living organization - that serves adults who are blind. The agency’s beginnings go back to 1935. The agency’s services are provided in a larger building that was purchased and renovated in 2004 and a smaller one next door that was purchased in 2015. Each resident lives in their own apartment - there are 81 in the larger building – each with a full bathroom and kitchenette. Seventy-four of the apartments are (one-person) studios and seven (two-person) one-bedrooms, so at full capacity the building could hold eighty-eight residents. In addition to affordable housing, residents receive a wide array of physical and behavioral health services and social / recreational activities. Each resident receives services from nurses, certified nursing assistants, housekeepers, social workers, activity staff, and others as well as three meals each day. Each year approximately 100 residents receive permanent supportive housing from the main location on the northwest side of Chicago.

Additionally, the agency serves adults who are blind with a wide range of case management services and rental assistance throughout Illinois. Approximately 100 clients throughout Illinois receive case management and financial housing assistance each year.



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