

## **2024 Employee Satisfaction Survey**

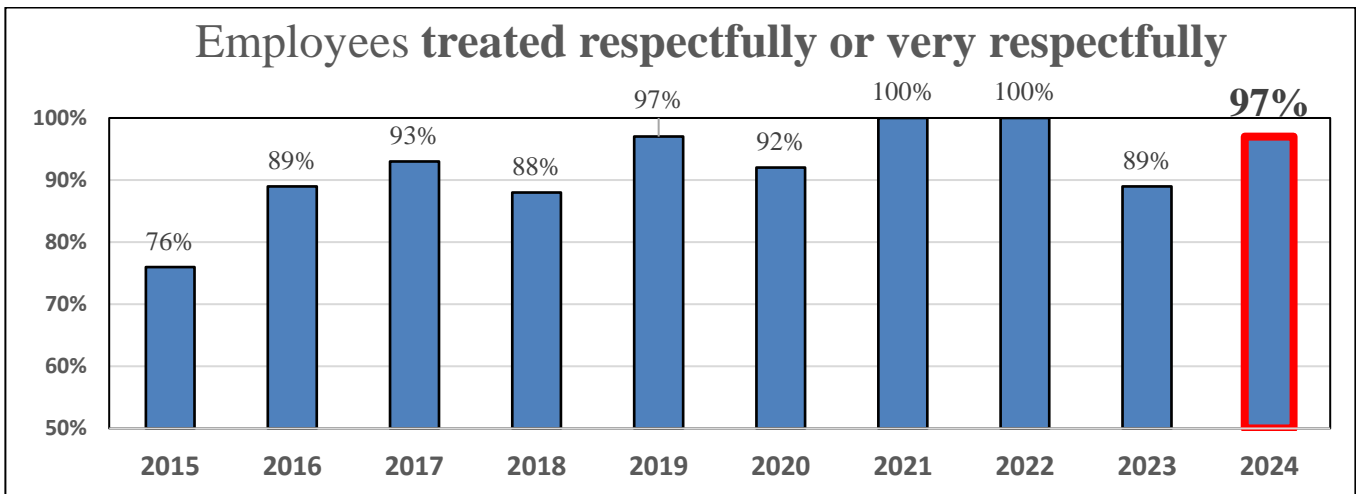
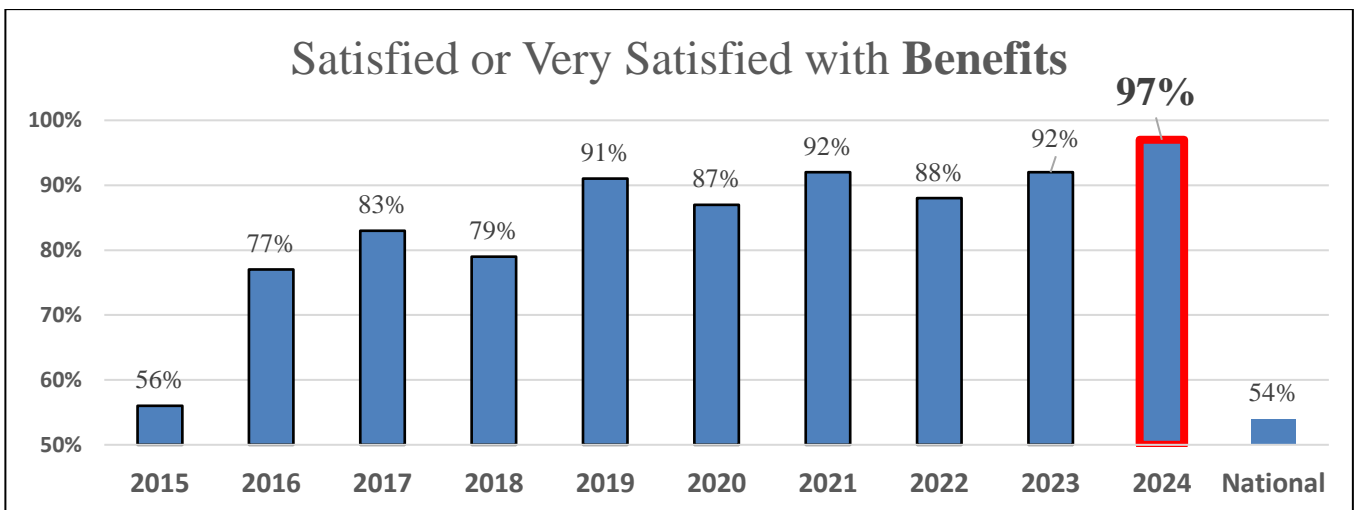
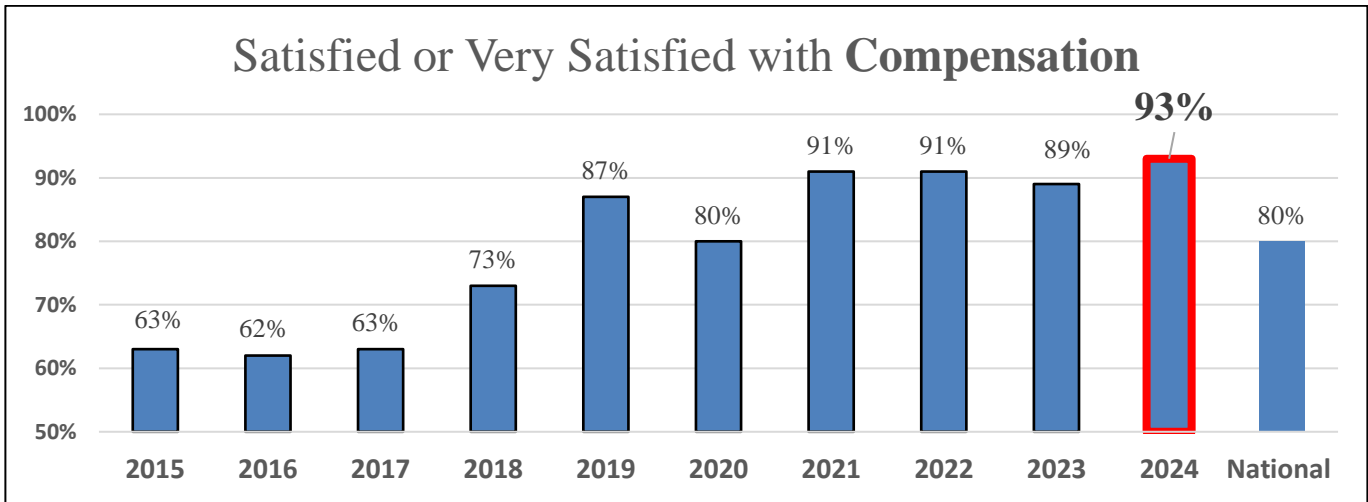
**95% - 100% of these areas were given best scores!**

- benefits
- respectful treatment given to employees at all levels
- job security
- trust of senior management
- respectful treatment given by residents
- physical work environment and equipment
- infection-control policies to protect from Covid

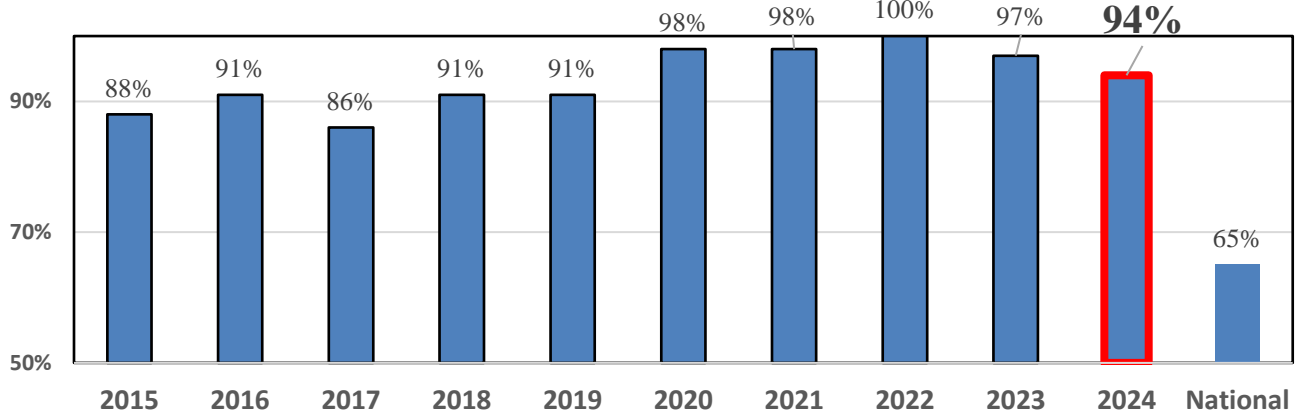
**90% - 94% of these areas were given best scores!**

- salary, compensation, and pay
- relationship with immediate supervisor

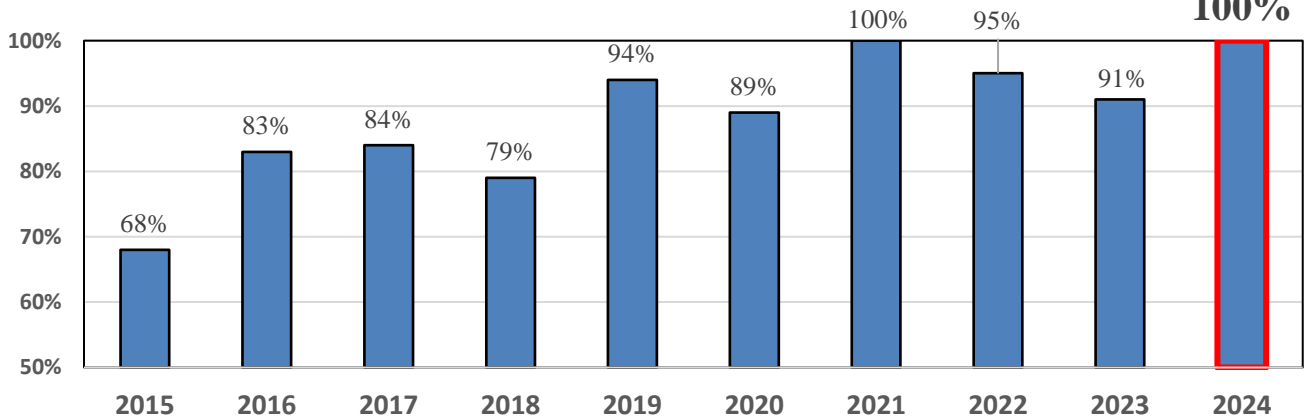
These charts show the percent of staff that gave one the two **best** ratings (e.g., “satisfied” or “very satisfied”), compared with the results from past years. Where items matched, the Friedman Place results are compared to national data from the Conference Board’s Job Satisfaction 2023 Report.



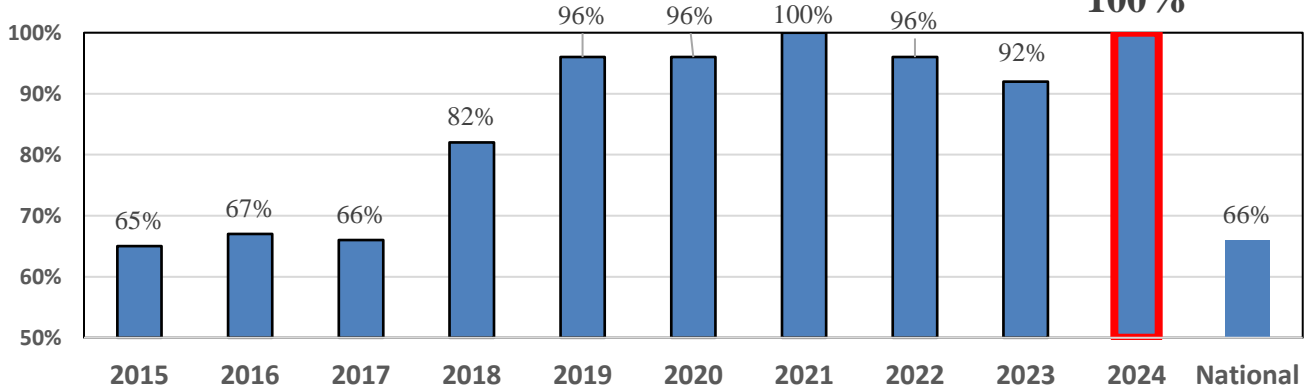
### Relationship with supervisor is good or very good



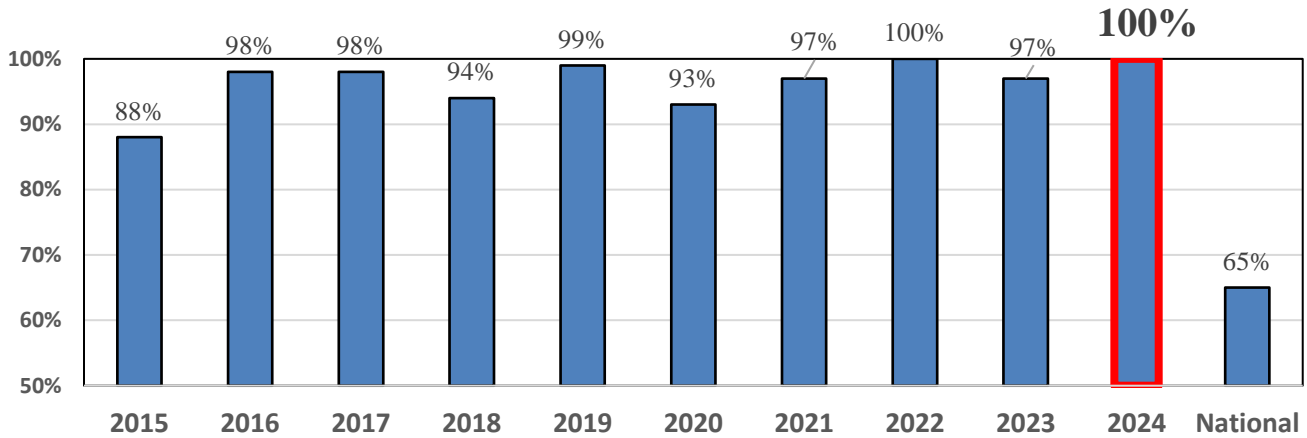
### Senior management is trusted or very trusted



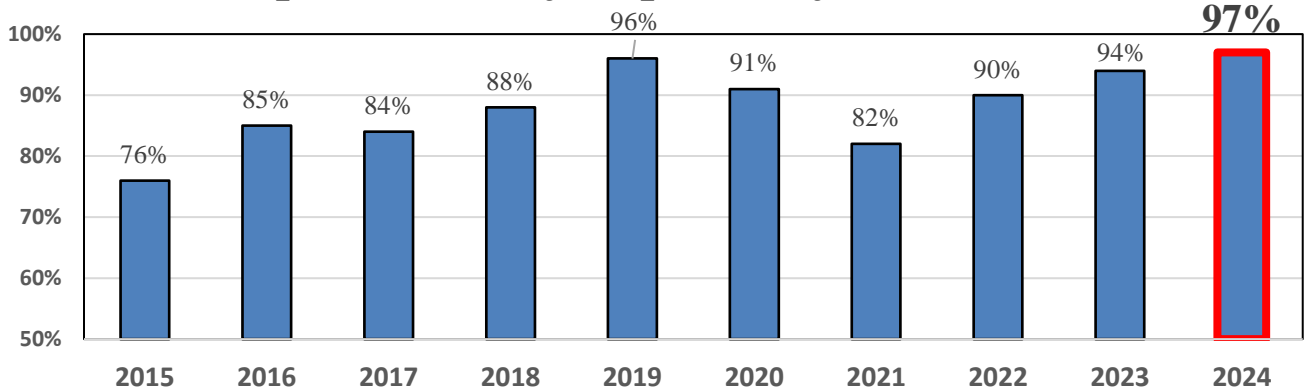
### Job security is secure or very secure



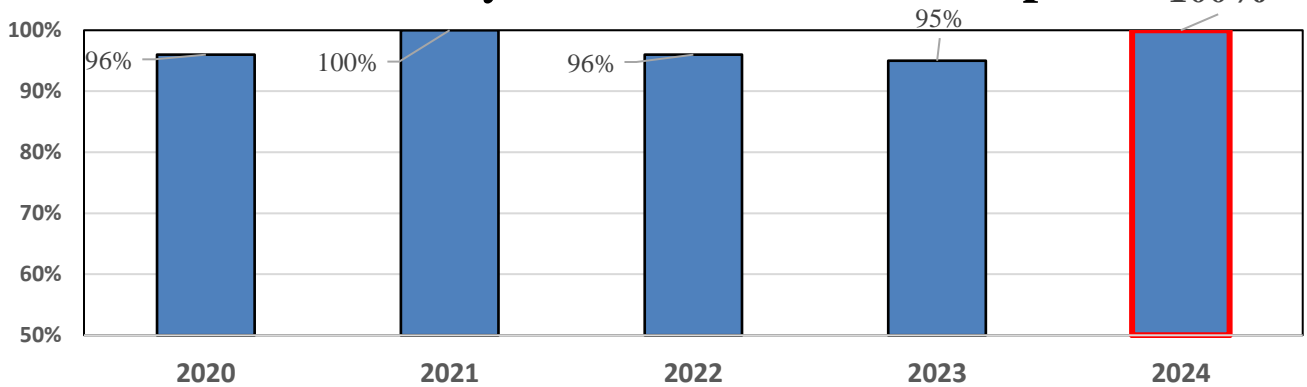
### Satisfied or Very Satisfied with environment & equipment



### Respected or very respected by the residents



### Satisfied or very satisfied with covid response



## COMMENTS FROM THE SURVEY

### BENEFITS & COMPENSATION

- We recently got a merit raise, that was very generous, and was well received in this economy. I have 2 nieces in graduate school. Because of merit the raise, I can continue to help them out
- Not sure if workers get a yearly bonus
- Personally, think the Health Insurance we had prior to this one was better
- I don't have any knowledge to what benefits are available to me besides free meals and PTO
- Bonuses? Who gets bonuses?
- The insurance package exceeds what is offered by most nonprofit agencies - most of our cost is covered
- I feel that I am paid well but would like more flexibility in adjusting based on my specific responsibilities
- Overall benefits are fair. However, strongly believe 37.5 hours should be considered full-time.
- This is the only employer I've ever had that doesn't offer unpaid time off and/or any flex time at all.
- The cost of our insurance is really amazing, a high percentage is covered by Friedman Place, leaving the employees with more income
- I am thrilled with the 401k, Flexible Spending Account, ADP Discounts, free meals especially, but the paid time off is difficult and inflexible. Although we are given a significant amount of time, I wish we were able to use it different ways or have access to it all at once. With small departments, I feel that we could write policies surrounding flex-time that would work individually for each job type.
- It would be nice to have more access to sick leave separate from Personal time Off (PTO), specifically for minor illnesses like viruses or COVID. At the same time, I feel like I have enough PTO to make it work and I'm excited for how the PTO will increase as I remain in this position

#### *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.
- Flex time is rarely given because doing so would typically disrupt the 24/7 healthcare and other services provided to residents.
- For the past 10+ years the Agency has given a Holiday Bonus for all staff. For full-time staff it is \$500 net (i.e., after taxes, so the actual check is for \$500) and pro-rated for part-timers. The Holiday Bonus is in the budget for the current year.

## **RELATIONSHIP WITH IMMEDIATE SUPERVISOR**

- My supervisor is incredible. Relationship is professional.
- My supervisor is much younger than me, but is progressive, open-minded, professional, approachable and kind.
- I really trust my supervisor, and while I understand they have to keep information confidential and I wish I knew more about what was going on at times, I feel like they have consistently given me the right amount of information necessary to do my job. They truly care about doing the right thing and I feel confident in their leadership abilities. One thing that I've really appreciated lately is that they have recognized and adapted towards my need for very direct feedback, as I am most effective in situations where I know exactly what to do and what not to do.
- All, in my opinion-a perfect fit
- Management is approachable and open-minded. A strong leader is a leader that leads by example. Not one that promotes distrust and dislike in co-workers by playing favoritism amongst workers. I think we now have a supervisor that understands this.
- Great! Me, my supervisor, and my supervisor's supervisor all get along
- I feel we have managers that we can trust, but let's not forget managers are there first for the residents, agency, and the staff

## **JOB SECURITY**

- I'm working on increasing my accuracy. I may seem slow or not as productive.
- The agency itself is in a good financial position and thus all jobs are secure.
- I feel close with my coworkers and enjoy the rapport we have on a daily basis.
- While recent circumstances have been difficult, I do feel as though my work is appreciated. I am personally very proud of my work. I also feel as though any employee who can take feedback constructively and adapt towards it has the ability to succeed here.
- This opinion is not a reflection of the agency, just a personal opinion of all jobs. I don't fear losing my job, at Freeman place. As long as I continue to be a good and dependable worker

## **HOW RESPECTFUL IS THE TREATMENT OF ALL EMPLOYEES AT ALL LEVELS**

- Excellent!
- It's a great place to work, fun environment and it feels good to help the many great residents
- The agency is very much a welcoming and warm safe environment to work at.
- Respect is a huge thing for me. I think the agency has made progress recently in this area

- I feel like with certain staff they expect to get help first and feel some sort of way when we tend to residents first. It makes me feel like I'm supposed to tend to both at the same time even if I'm cluttered with a caseload of tasks. It's difficult for me to say this but I felt like I wasn't welcomed at my first day here at Friedman working due to nobody filling me in on training duties. The previous employee refused to even train me and it was left to the newest person there to train me. I was bewildered at first due to feeling like an overall nuisance beyond that I was hounded by another colleague for not doing my duties and instead doing menial work even though I had little to no sense of direction. I feel like working with that colleague and having that introduction made me start to have mental health issues in terms of anxiety and not performing up to the standard of pleasing everybody. It truly makes me feel nervous to even come into work while having to deal with an environment that isn't welcoming.

### **RESPECTED BY RESIDENTS**

- 99% of our residents are kind and appreciative
- I feel like residents have become more hostile as of late. I got yelled at by one for attending to him while he was confused on why he was being helped in a certain way, even after it was explained. Other times with another resident he would get aggressive on other staff trying to help him often giving us mean-hearted comments that demean our work. I feel like we must act and address the behavior of residents with a managerial talk or a write up, I try to bring stuff like that up with coworkers but it's often brushed aside like we're supposed to accept that behavior. I do understand that certain residents are suffering from their own mental health issues such as dementia or other ailments but regardless we must log and address these even

#### ***Agency response:***

- Staff (and volunteers) must at all times conduct ourselves in a caring, professional manner and always treat residents (and guests) with courtesy, respect, and dignity. These common-sense expectations of behavior are greater than for residents, but staff (and volunteers) should never tolerate residents' behavior or language that is rude, offensive, demeaning, or abusive. Staff training and support in this area is provided and ongoing.

## PHYSICAL ENVIRONMENT AND EQUIPMENT

- There are always upgrades to the physical property inside and out and our work tools are always up to standards.
- We are tremendously accommodated with access to all/most we could ever need. We have the ability to make choices for our department financially and are in a place where nothing needs to change at all in this regard.
- It is okay, I can't complain

## COVID-19 INFECTION-CONTROL POLICIES AND PRACTICES

- This is an area of great exception, FP is the model in this area of healthcare agencies... The policies are sound and effective and well-thought out.
- Senior management continues to keep residents and staff informed and well protected
- Excellent!

**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 the fall of 2024, **60% 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.

September 18, 2024