

2025 RESIDENT SATISFACTION SURVEY

In the spring of 2025, eighty-two percent of the residents participated in a satisfaction survey. Historical results are also provided going back to 2013, just before the Agency undertook a major reorganization. Overall, residents of Friedman place reported that they were extremely satisfied with their home and the services



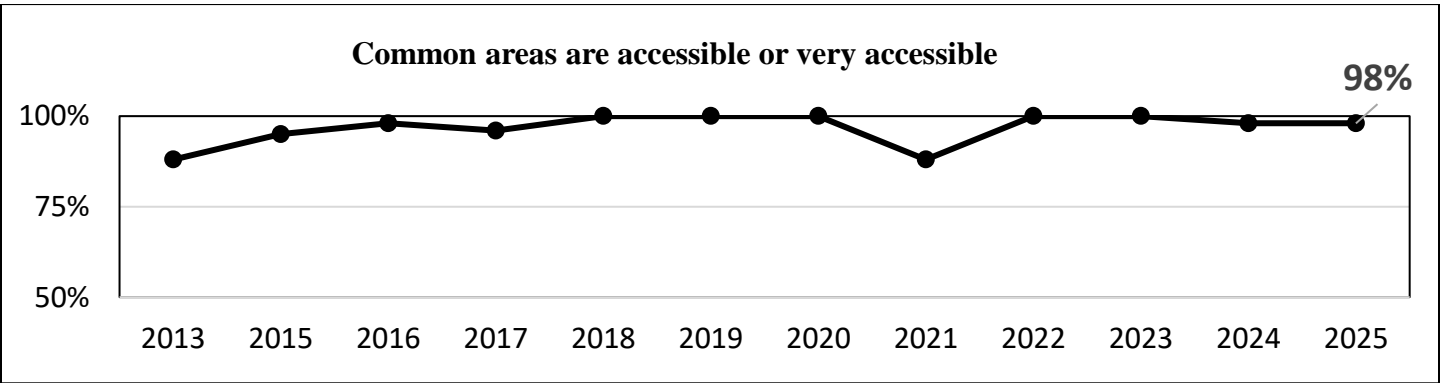
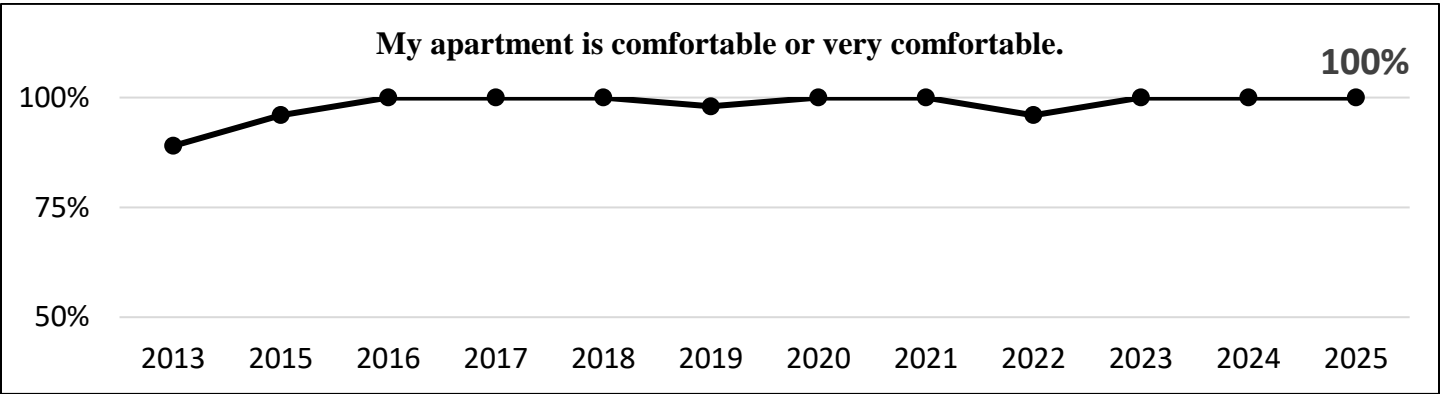
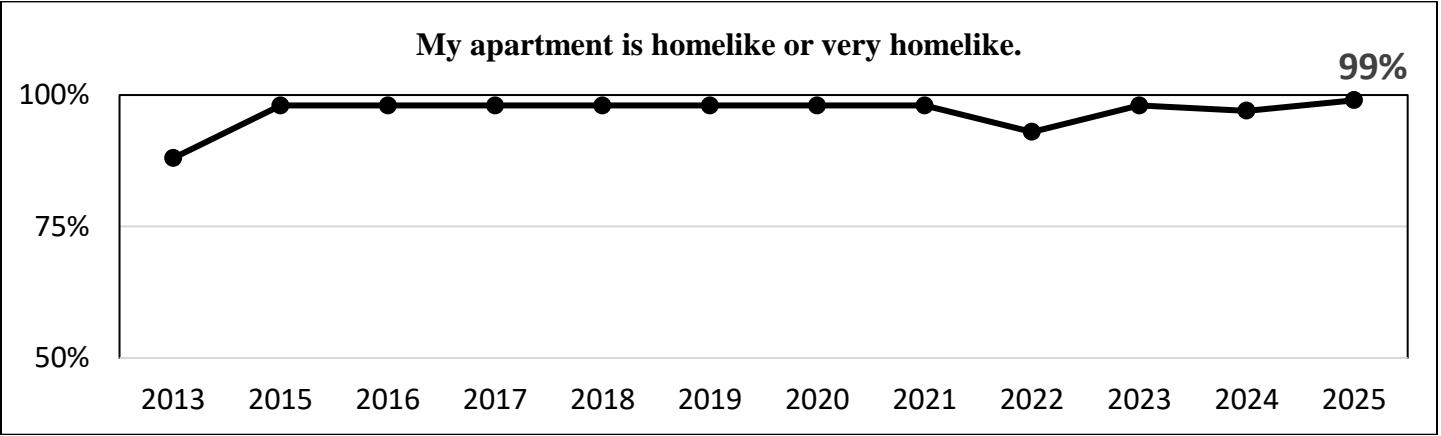
2025 Results

I agree or strongly agree that:

- I make my own lifestyle decisions 100%
- My apartment is comfortable or very comfortable 99%
- My apartment is homelike or very homelike 99%
- Common areas are accessible or very accessible 98%
- I feel safe here 97%
- Staff are courteous and helpful 96%
- Friedman Place has helped me meet my personal goals 95%
- I would recommend Friedman Place to other adults who are blind 92%
- The quality of meals is good or very good 90%
- The agency has improved my quality of life 90%
- I have a degree of control over personal preferences such as choice of meals, refusing services, etc. 89%
- I feel a sense of trust in staff 88%
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question 82%
- Policies and procedures are clear or very clear to me 79%
- I have opportunities to give input to agency policies and procedures 69%

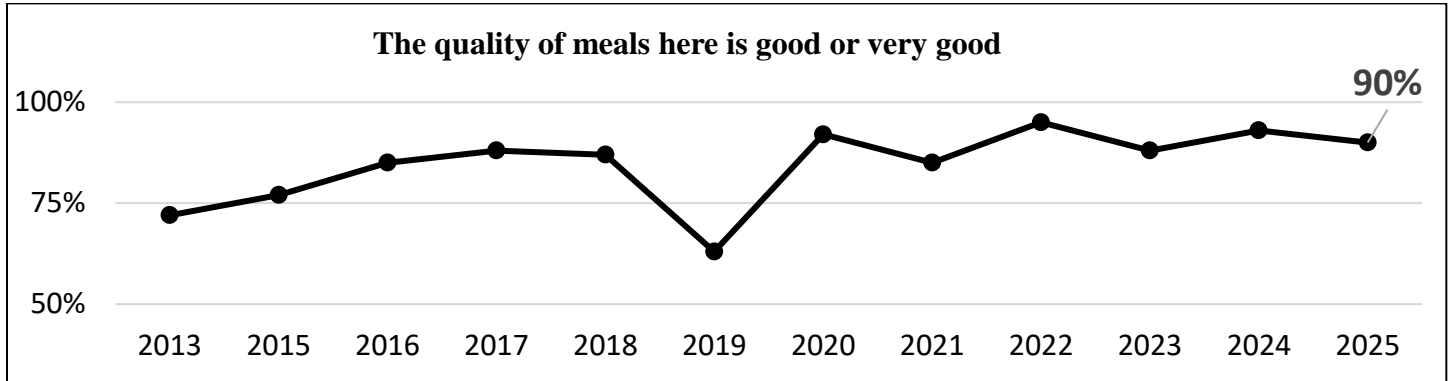
PHYSICAL ENVIRONMENT

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, Fiber Arts Studio, and outside patios.



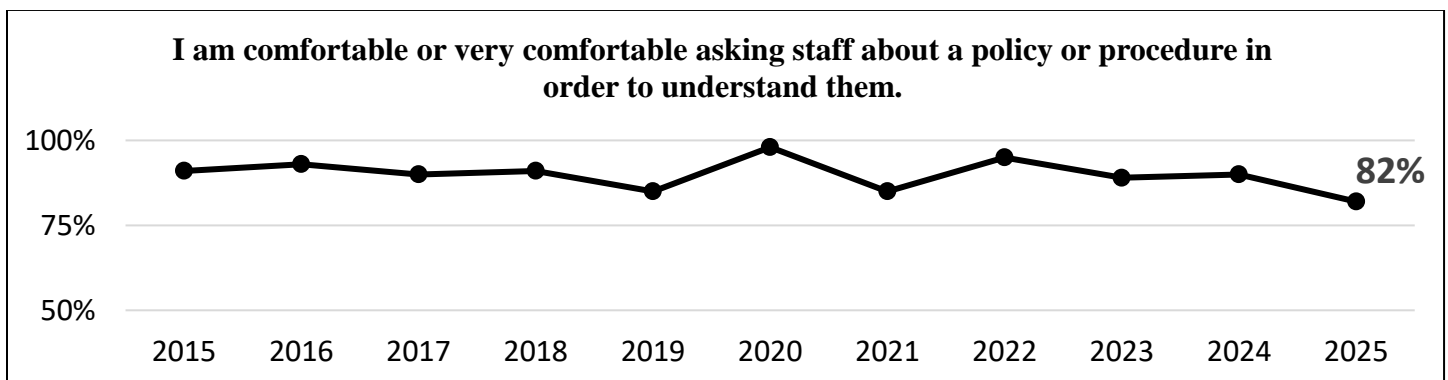
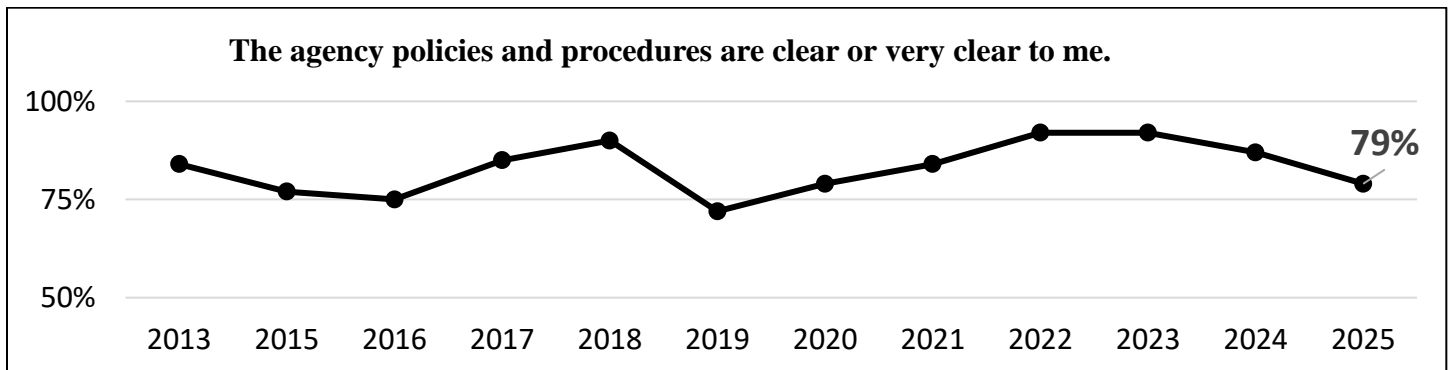
FOOD SERVICES

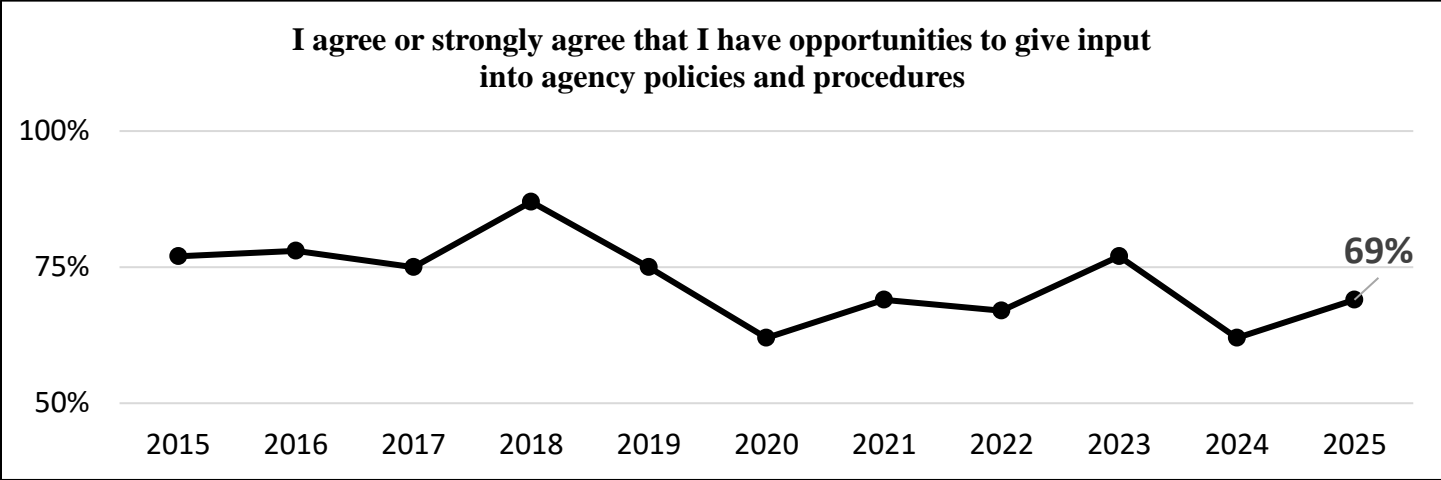
Three meals are served daily. Most meals are eaten in the main dining room but residents are welcome to bring them back to their own apartments and to get “to-go” meals when they are planning to be out of the building. A main entrée and wide selection of alternative choices are available at each meal.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



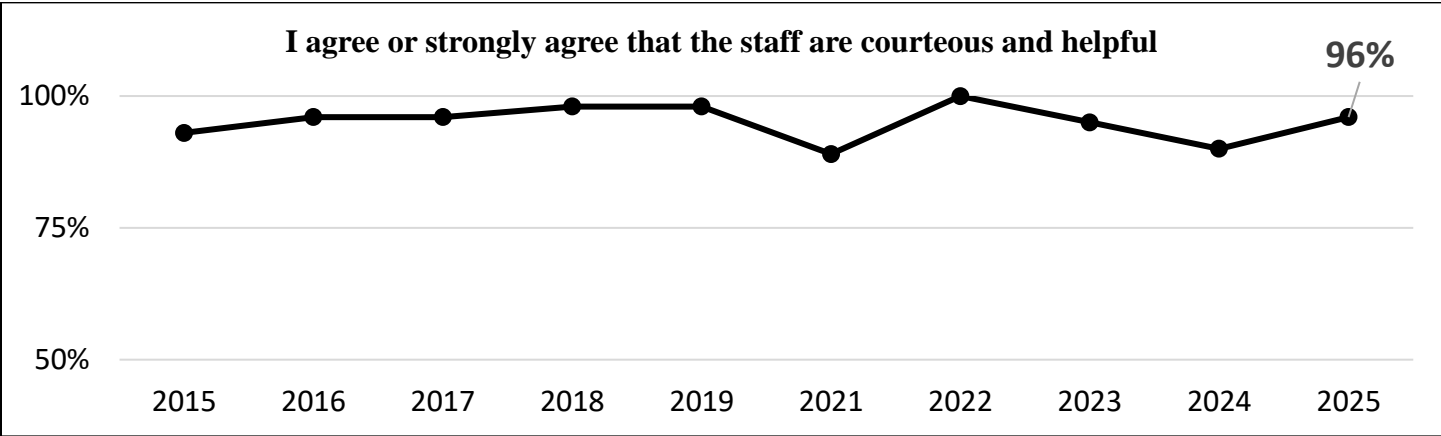
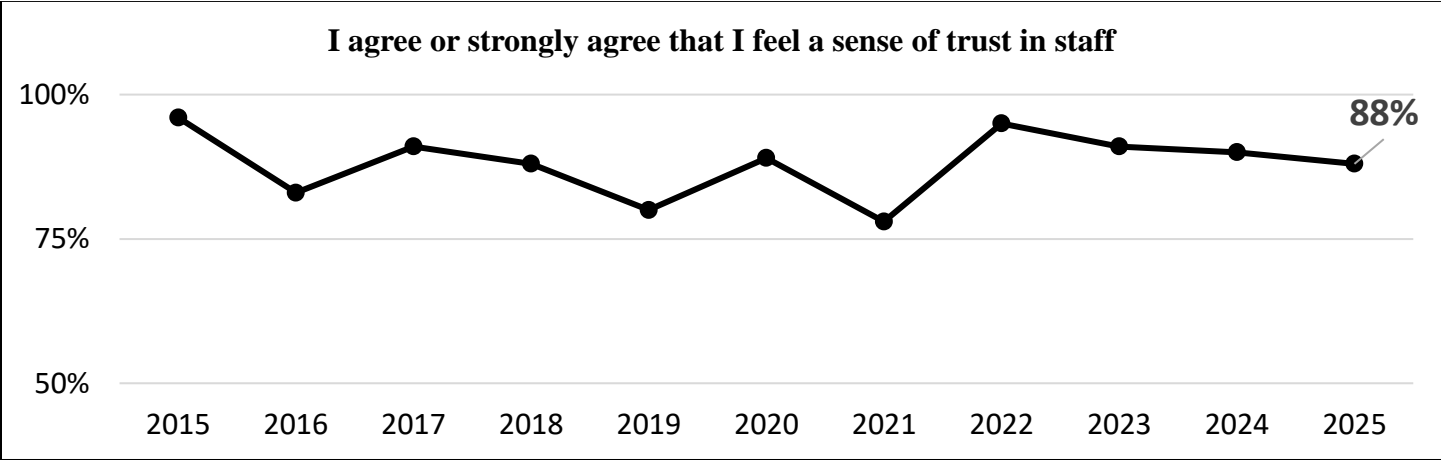
GENERAL INPUT AND AWARENESS

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.

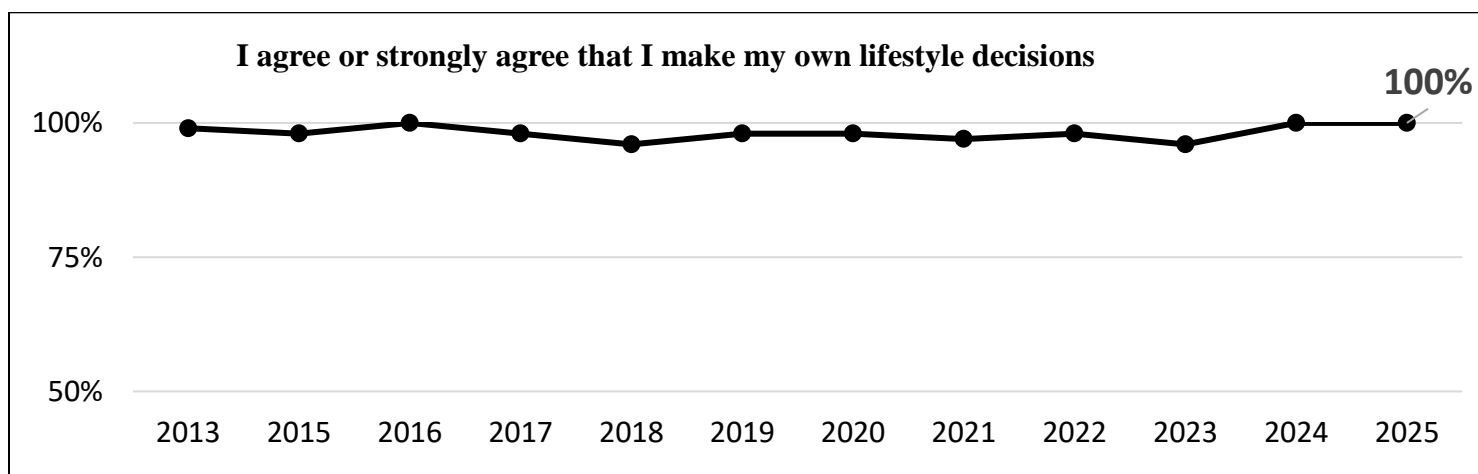
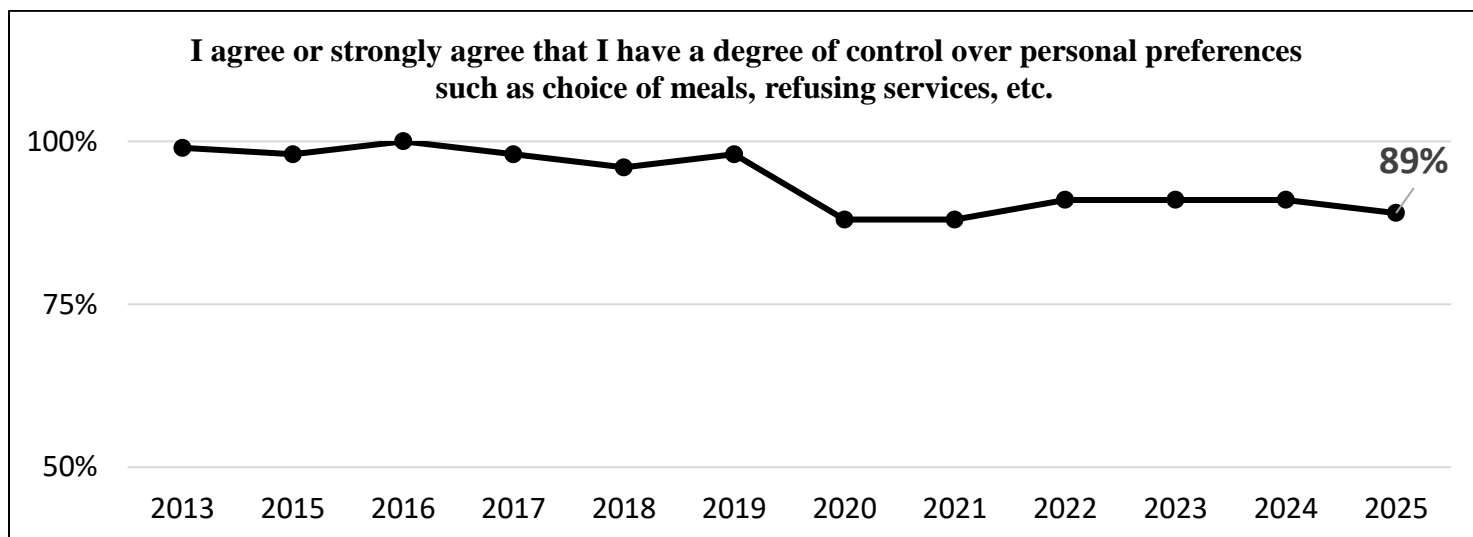
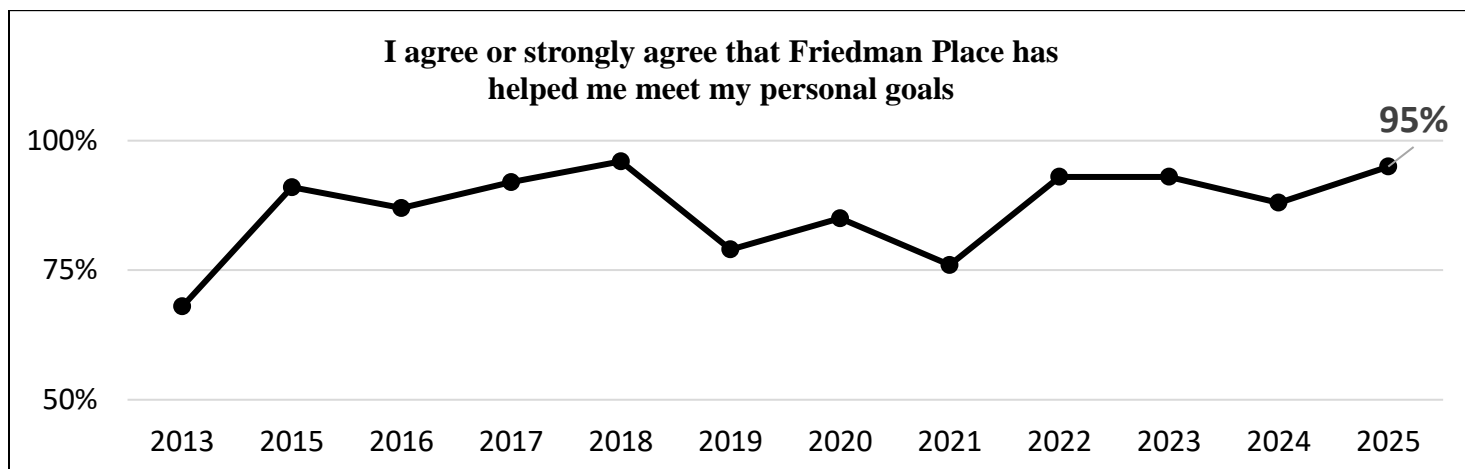


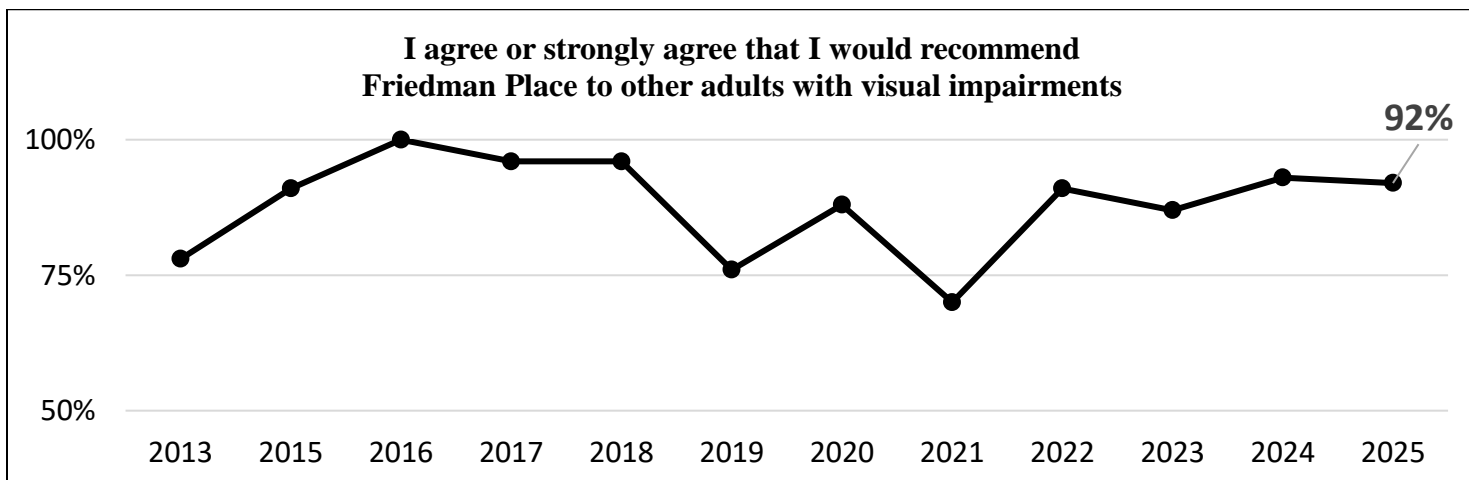
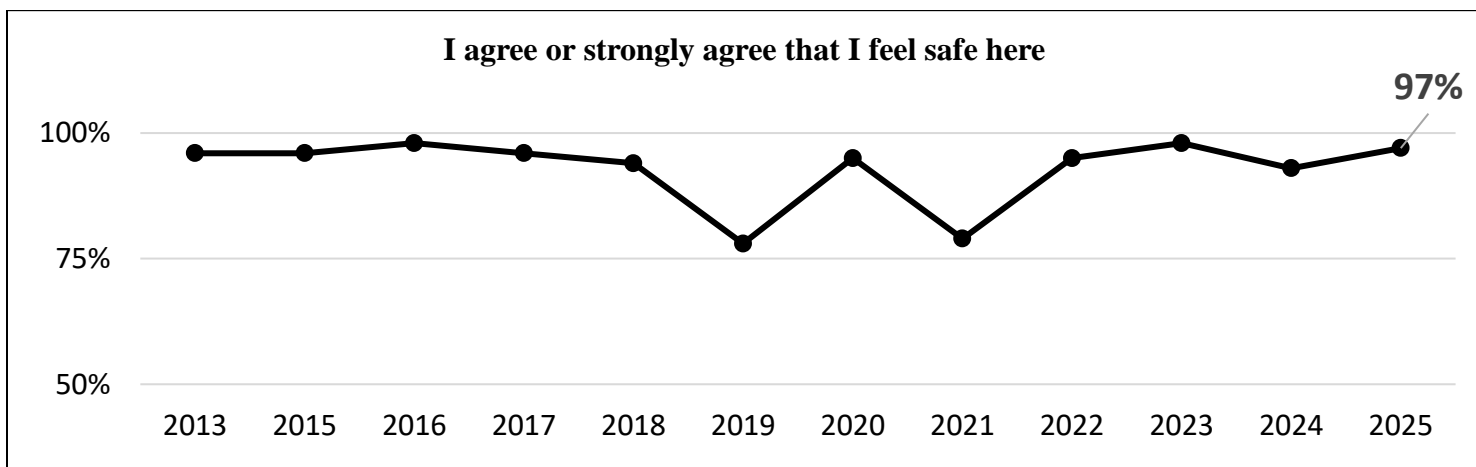
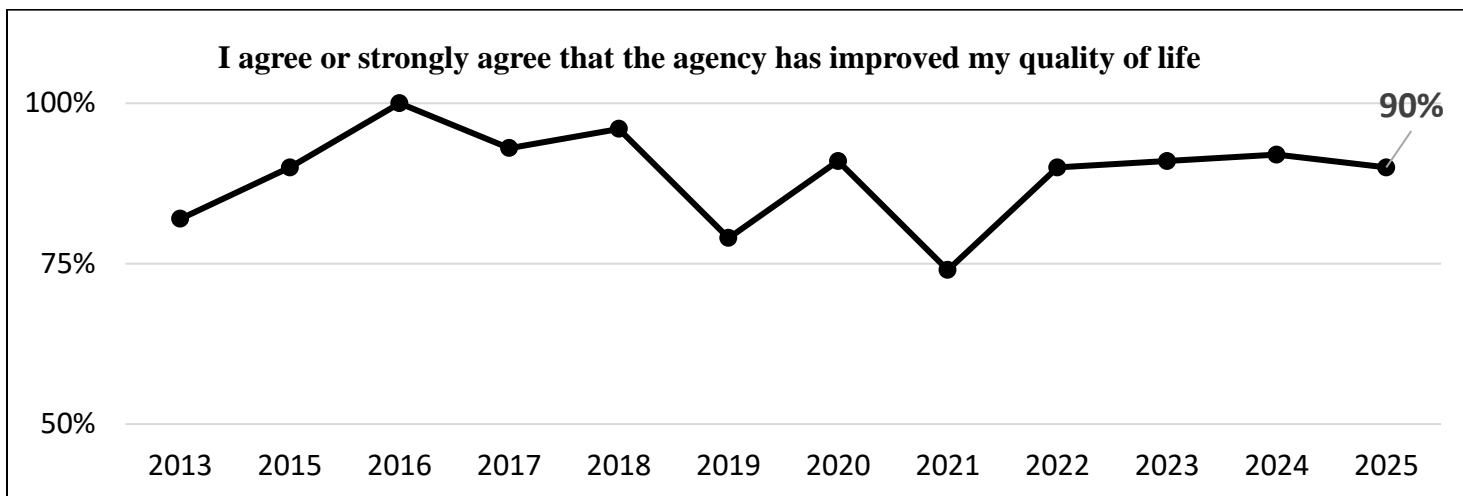


STAFF RELATIONS



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.

- I am very thankful for people who have started this place. I have lots of gratitude and likes Friedman Place a lot. Staff has been amazing
- Friedman Place is the most wonderful place I've ever been to and would recommend it to others. I love it here
- It's a good place for the blind people
- English is not my first language, sometimes it is hard for me to understand the menu. The menu also does not have many foods from my culture that I enjoy. I also ask for support with going to the store to buy my own food and staff or volunteer is not able to assist.
- Very great for blind and visually impaired community
- Some little rules that I don't like but have to respect.
- Sometimes excessive noise on the 4th floor and it feels like dorm life.
- Earlier breakfast starting time would be nice.
- I don't like when people hit me when leaving the elevator and don't saying anything
- Wish that the staff would take more time out to walk in the residents shoes and listen to them and understand what they might be feeling in certain situations, especially when people have problems with different disabilities, specifically in regards to the dining room and signing and things. Stop changing rules for different people and listen and not to treat them like children.
- I wish there were more safety measures such as in the stair well that people would be careful opening the doors so they don't hit somebody on the other side. More levelled pathways on the sidewalk and the fountain area has a big slope.
- A little more flexible about how they handle late hours.
- I like the dining hall and food but it runs out fast and often. The administration might be too involved with the residents.

- I like living here and this summer will be 14 years
- Nursing at the moment and the food service is what I like, and I don't like pork. The other foods I like and the others are good.
- I wish heating pads were allowed
- There is an under emphasis on the importance of communication technology for blind people to be independent.
- One of things that bothers me is that I went to the nursing station after an appointment I had to wait and was restless and I cannot sit still. I was waiting my turn and another resident went right in despite the other people waiting. It was not fair and I left and they said that they would call but they did not. Whether that was their intention or not that is what I got from that intention. They do not understand the complications of a colonoscopy test and how I cannot go to the nursing station and wait if I will be stuck in the washroom. For the most part they do a good job on a limited budget, but I do get frustrated with the limited food choices and they run out of stuff and there are times when I do not get enough and I understand it is hard to feed me because of my food restrictions. I would like to see improvements with the food, but I do not see what they can do, but they are doing what they can, but they can do better and my sister is also helping me find more food choices. You want more explanations as to why I cannot have certain foods or doubles of food if the main course is something I am not able to eat.
- The quality of residents some are nice some are not but some I get along with. Sometimes the front desk receptionist don't write things down or will take too long to fix something put on the maintenance log. Housekeeping doesn't mop the floor. Sometimes food is out before food (main courses), like chicken tenders. Safety: do more group activities so they're not alone
- CNA's during the week always say they're busy and take a long time to get to me. The weekend staff night shift is cranky. I'd like the chairs back in the front at the driveway. If a staff member needs to talk to me I wish they would call my cell phone if they can't reach me by landline.
- I think there should be more for the deaf blind services here. There are not enough resources for the deaf blind. I am not saying that there are not any services, but there needs to be more services available. There should be staff that are more patient and we should have a sign language interpreter available. So that they can use tactile sign in which they will sign into the persons hand. The staff should learn this if they want to work here and that way they can relate more to the residents who are deaf blind. There is not enough patience with both staff and residents and they think it is a joke. My comment is to have more patience with each other. I want the sighted to understand and maybe for one day sleep and live the way we do so that they will understand.
- I recommend military discipline to make sure people are following the rules of Friedman Place, especially with the use federally controlled substances. If people don't listen to the rule there should be bigger consequences, like probation. Also, people

need to stop complaining and show respect towards others. Don't use your cane as a weapon and residents should just be cool as a cucumber.

- It's a good place to live for people who are blind but they should have to make decision if they want to come here or live here because I have nowhere else to go at the moment.
- It's a good place to live!
- People move too fast.
- It is hard to get access to volunteers and would prefer more personal volunteers
- Independent women would like to take sailing lessons and go to plays.
- Friedman place should be recommended to all visually impaired adults
- The chairs need fixing in the dining room, more privacy
- If somebody makes a mistake it shouldn't be held against them forever.
- Need to learn how to work with the blind and hearing impaired.
- Activities need to be longer even if they cut into end of staff members shift and more outdoor activities.
- It is supposed to be a stepping stool and it's going to be for me!
- Everything is okay as long as I am okay in my apartment. As long as I have my own space that is all I can think of.
- Rubber floor strips should be lower profile. Also, longer timer on elevator timing, close less quickly.
- Certified Nursing Assistants should be in the dining hall more often. Less bread and rice. New tablets for dietary aids are needed and they should show a very large picture of the food to be able to point. People who swear and verbally make others uncomfortable should be recommended to take a sack lunch. Smokers should be allowed to smoke in their rooms because the smoking patio has a lot of physical fights. Larger supply of masks.
- I've been here for a long time
- All good comments
- It's too noisy
- I wish they were more careful about who they let in to live at Friedman Place. particularly those who use alcohol and marijuana.
- Friedman Place is a good place and I pray about getting more lessons and getting better on the piano - a goal I have not accomplished. I hope residents get along more and follow the rules to stay on the right side.
- I would like to see us grow as an organization, reach out more to the blind community, see improved programs (different programs for younger people, encourage young people with computers). We are missing out on blind people technology.
- Common TV system needed, sometimes you get a station and sometimes a sound cuts the program.

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 150 clients throughout Illinois receive case management and financial housing assistance each year.



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