

# 2021 Annual Experience Survey Report

---

## Residents, Residents' Families and Tenants



Seniors  
Housing

## Table of Contents

Overview .....	2
Experience Surveys .....	2
Experience Surveys Methodology .....	4
Administration .....	4
Analysis .....	6
2021 Experience Surveys' Results.....	6
Response Rate.....	7
Summary of Results .....	8
Demographics .....	8
Residents Experience Survey .....	9
Tenants Experience Survey .....	12
Residents' Family Survey .....	13
Residents and Tenants Experience Surveys Comparison .....	15
Using the 2021 Experience Surveys' Results to Inform Future Planning Activities.....	17
Appendix 1: Experience Survey: Summary of Participation .....	19
Summary of Participation – Apartment Tenants.....	20
Summary of Participation – Lodge Residents .....	21
Appendix 2: Survey Results.....	22
Tenant Experience Survey.....	23
Tenant Experience Survey Demographic Data .....	28
Resident Experience Survey.....	29
Resident Survey Demographic Data .....	34
Appendix 3: Survey Results by Portfolio .....	35
Portfolio 1 .....	36
Portfolio 2 .....	37
Portfolio 3 .....	38
Portfolio 4 .....	39
Portfolio 5 .....	40
Portfolio 6 .....	41
Portfolio 7 .....	42
Portfolio 8 .....	43
Portfolio 9 .....	44
Portfolio 11 .....	45

## Overview

The 2021 Annual Experience Surveys were conducted from July 14 to August 11, 2021 and represents the second consecutive year of this format of the surveys at GEF Seniors Housing. The surveys' results provide a snapshot of residents', residents' families, and tenants' experiences living at and interacting with GEF, along with their ratings and feedback in relation to those interactions and experiences. As we work in support of our Mission of being 'Leaders in friendly, affordable, secure housing and services for seniors', we recognize the importance of having a formal process by which to invite unfiltered feedback to assist us in identifying opportunities to enhance services and strengthen relationships with clients.

This report provides an overview of the feedback received from the 1,754 respondents who took the time to complete an Experience Survey while it was available to them this past summer.

### Experience Surveys

GEF Seniors Housing's Experience Surveys were developed internally, drawing on the extensive experience of key staff. The completed surveys reflect feedback from residents, residents' families, and tenants about their interactions with respect to some different aspects of the organization, including services provided and staff interactions. Through our undertaking of the surveys, we are able to assess our clients' relationships with key elements of the organization, identify quality improvement initiatives that can be pursued to positively contribute to our clients' quality of life, and provide a standardized platform for benchmarking and measuring clients' experiences over time.

The questions included in the 2021 Experience Surveys were unchanged from those included in the 2020 Experience Surveys—the first year that we introduced and completed these surveys with our clients—as we wanted to create a baseline for analysis over a period of a few years. However, this year we included an addendum question to specifically solicit feedback from our Lodge residents and Apartment tenants on how they would like to be referred to by GEF and in our communications. The question that was added to the 2021 Residents and Tenants Experience Surveys is as follows:

*Around the world there are conversations occurring about how organizations can or should be more inclusive in how they work with, speak about, and engage with their clients.*

*At GEF Seniors Housing we are taking the opportunity to review the language we use and how we refer to you, our client. Currently, we use the term "seniors" in all our publications and descriptions of who we provide service to and we would like to hear from you about how you would like to be referred to. Below are some of the other commonly used terms when referring to persons aged 65 and older. Please indicate your*

*personal preference for how you would like to have us to refer to you and your fellow residents/tenants as a group.*

- Senior ☐
- Elderly ☐
- Older Adult ☐
- Elder ☐
- Elderly People ☐
- Clients ☐
- Other \_\_\_\_\_

*Thank you for providing your feedback.*

In addition to the above, we also took the opportunity to translate the Residents and Tenants Experience Surveys into other languages other than English for those communities where we know of larger populations of clients where English is not their preferred form of communication. This year the surveys were translated and made available to Russian and Polish speaking clients.

The following table outlines the domains that were the focus on each Experience Survey, as well as the number of questions asked within each domain:

Table 1: Experience Surveys' Outline

Survey	Domains	Number of Questions
Residents Survey	<ul style="list-style-type: none"> <li>• Staff Engagement</li> <li>• Dining</li> <li>• Housekeeping</li> <li>• Personal Safety and Security</li> <li>• Building Maintenance</li> <li>• Recreation Activities</li> <li>• Perception of Personal Wellbeing</li> <li>• Demographics/Other</li> </ul>	8 6 5 6 8 15 5 6
Tenants Survey	<ul style="list-style-type: none"> <li>• Staff Engagement</li> <li>• Personal Safety and Security</li> <li>• Building Maintenance</li> <li>• Socialization Activities</li> <li>• Perception of Personal Wellbeing</li> <li>• Demographics/Other</li> </ul>	8 6 8 4 5 6
Residents' Family Survey	<ul style="list-style-type: none"> <li>• Staff Engagement</li> <li>• Dining</li> <li>• Building Safety and Security</li> <li>• Building Maintenance</li> <li>• Recreation Activities</li> <li>• Demographics/Other</li> </ul>	6 6 5 4 5 6

Respondents rated their experience using a 5-point scale, ranging from “Always” to “Never”. In addition to the questions asked in each domain, open-ended questions were also included to encourage additional comments that would not have been captured via the scaled questions, affording clients the opportunity to share their personal thoughts or perceptions without any influence by GEF Seniors Housing staff.

## Experience Surveys Methodology

### Administration

Copies of the Experience Surveys were shared with and made available for completion by residents, residents' families, and tenants from July 14 to August 11, 2021. Survey Monkey was used as the platform for the delivery and analysis of the surveys. Residents' family members were encouraged to complete the survey online, while residents and tenants were given the choice of completing a paper copy of the survey or completing the survey online. Based on the number of clients living in a GEF Seniors Housing community as of July 14<sup>th</sup>, a total of 879 Lodge residents and 2,889 Apartment tenants were able to participate in the 2021 Experience

Surveys, and email invitations were sent to 850 family members of Lodge residents living in GEF's 11 Lodges to complete the Residents' Family Experience Survey.

A number of strategies were implemented to ensure that the invitation to participate in the surveys reached all GEF residents and tenants. These included: sending a letter to every resident and tenant two weeks before the launch of the surveys, outlining the date that the surveys would be open along with the benefits of taking the time to provide their feedback; and employing summer students to provide support to any residents and tenants requiring assistance, and to assist with the data collection. The goal was to ensure that the opportunity for our clients to be able to participate in completing a 2021 Experience Survey was as inclusive as possible. Specific inclusion criteria for each survey are outlined below:

*Residents Experience Survey:*

879 Lodge residents living in GEF Lodges on the day the survey was released were eligible to participate. Residents were offered support to complete the survey electronically, using a paper copy, or through a face-to-face interview conducted by a student volunteer who had received training on how to assist our clients in completion of the survey. Any resident who wished to complete the survey online was provided with the link to do so. No residents were passively or actively screened out or excluded from participation in this year's survey. A Resident List was generated for each community, and residents were checked off to ensure that they did not complete the survey more than once.

Since GEF does not provide care related services, nor does the organization have access to our residents' health care records, we could not independently determine any of our residents' cognitive, vision, or literacy capabilities.

*Tenants Experience Survey:*

2,889 tenants living in GEF Apartments on the day the survey was released were eligible to participate. Tenants were provided with the option of participating in the survey either through completion of a paper copy or electronically by requesting the survey link if they wished to complete the survey online. A drop-off box was placed at each Apartment to facilitate easy return of their completed surveys.

*Residents' Family Experience Survey:*

Family members who had previously provided their email addresses as part of the Friends and Family Contact process we had established for existing and all new Lodge residents had an opportunity to complete the survey. Paper copies were also made available at the front desk of each Lodge for those family members who either preferred a hard copy, or did not receive an electronic copy due to us not having their email contact information.

Interviewers were provided with a current list of Lodge residents to confirm the occupancy and number of potential participants for each Lodge. In the Apartment communities, a paper copy was provided to each tenant along with a letter outlining that they could request a link to complete the survey electronically if they were so inclined. The completed paper surveys were collected from each community and returned to GEF's Central Services office for data entry.

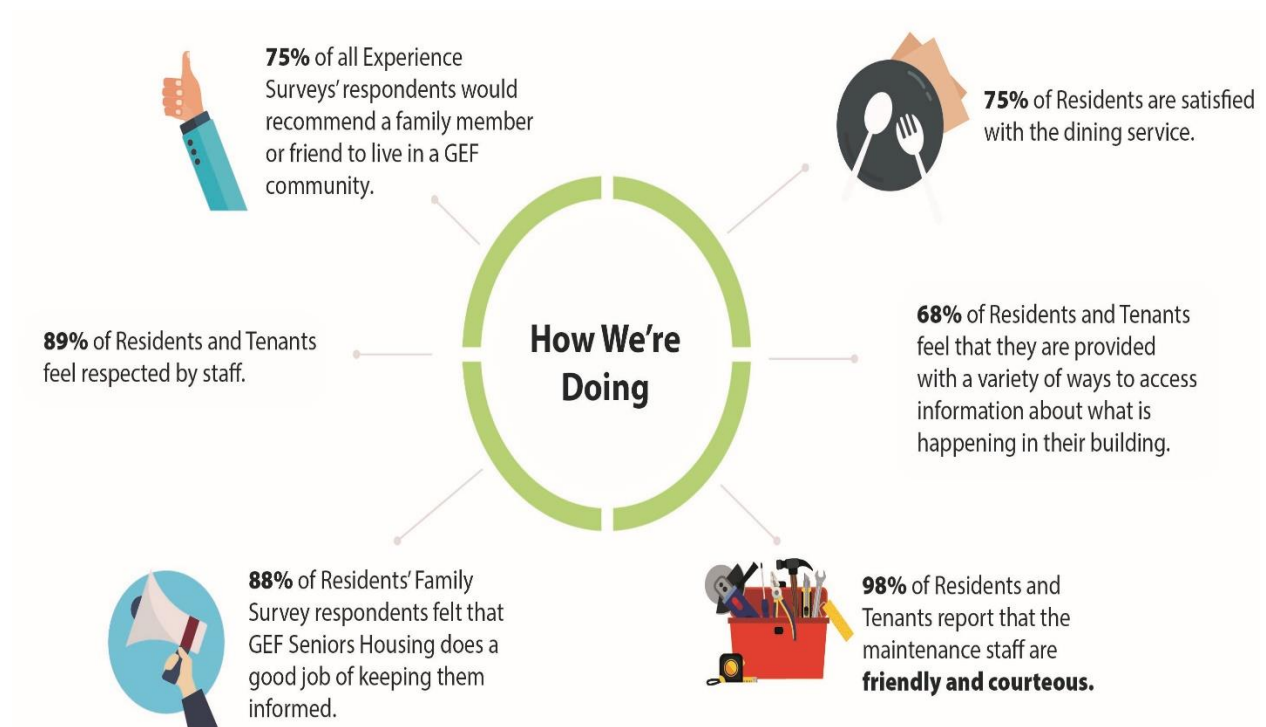
## [Analysis](#)

The results of the Experience Surveys were analyzed using Survey Monkey, in addition to being exported to Excel for additional breakdown and analysis. The results were reviewed on both an organization-wide level as well as by each individual community. Questions were answered on a five-point answer scale. For the purpose of analysis, the questions that were answered with "Always" and "Often" were combined and counted as a Positive response. Questions that were answered with "Sometimes", "Seldom", and "Never" were combined and counted as a Negative response.

## 2021 Experience Surveys' Results

The results for the three Experience Surveys—Residents, Residents' Families, and Tenants—are provided in this report, on both an organization-wide level as well as by each specific community. Each Experience Survey is reported separately, with areas of strengths and opportunities for improvement identified. We had previously established an overall expressed satisfaction target of 85%, which will be reviewed and revised, as appropriate, on an annual basis.

Figure 1: Highlights from the Surveys



### Response Rate

Overall, the response rate for both the Residents and Tenants Experience Surveys were very good, both in terms of participation by eligible clients and by the feedback provided. However, some communities had lower than expected participation rates. The slightly lower participation rate in the 2021 Tenant Experience Survey over what we had in 2020 can in part be attributed to the loosening of COVID-19 pandemic restrictions, resulting in many more tenants being able to travel within Canada, visit with friends and families, and attend activities in the community. Additionally, we had some residents and tenants indicate that they did not feel that completing a survey would result in any change so they opted to not participate. Notwithstanding these factors, an overall organization-wide participation rate of 46% of all eligible clients—52% of Lodge residents and 40% of Apartment tenants—was achieved. This represents an overall participation rate increase of 3% over last year's 43% participation rate – 41% of Lodge residents and 44% of Apartment tenants.

The Residents' Family Experience Survey was provided to the family members of Lodge residents for whom we had their email contact information. Surveys were sent to a total of 538 family members, and we received 155 (29%) completed responses back, representing an almost threefold increase in completed responses from 2020. Although this represents a significant increase in participation by residents' families for 2021, we will be exploring ways to continue



to increase their participation in next year's survey to ensure that we are able to obtain feedback from this important stakeholder group.

*Refer to Appendix 1 Experience Surveys: Summary of Participation*

### Summary of Results<sup>1</sup>

The overall satisfaction score provides a measure that reflects the aggregate of respondents' experiences based on their interactions with and impressions of GEF Seniors Housing. We had set a target for expressed satisfaction at 85% this year, knowing that it was a high target to meet but one that is reflective of our commitment to positively influencing the seniors' quality of life. For 2021 the overall expressed satisfaction was 83%. This score is the same as last year's however, the expressed satisfaction of Residents and Families of Residents was below our target. This is still a positive response, one on which we can continue to strive to improve on in 2022 and beyond.

*Refer to Appendix 2: Experience Survey Results*

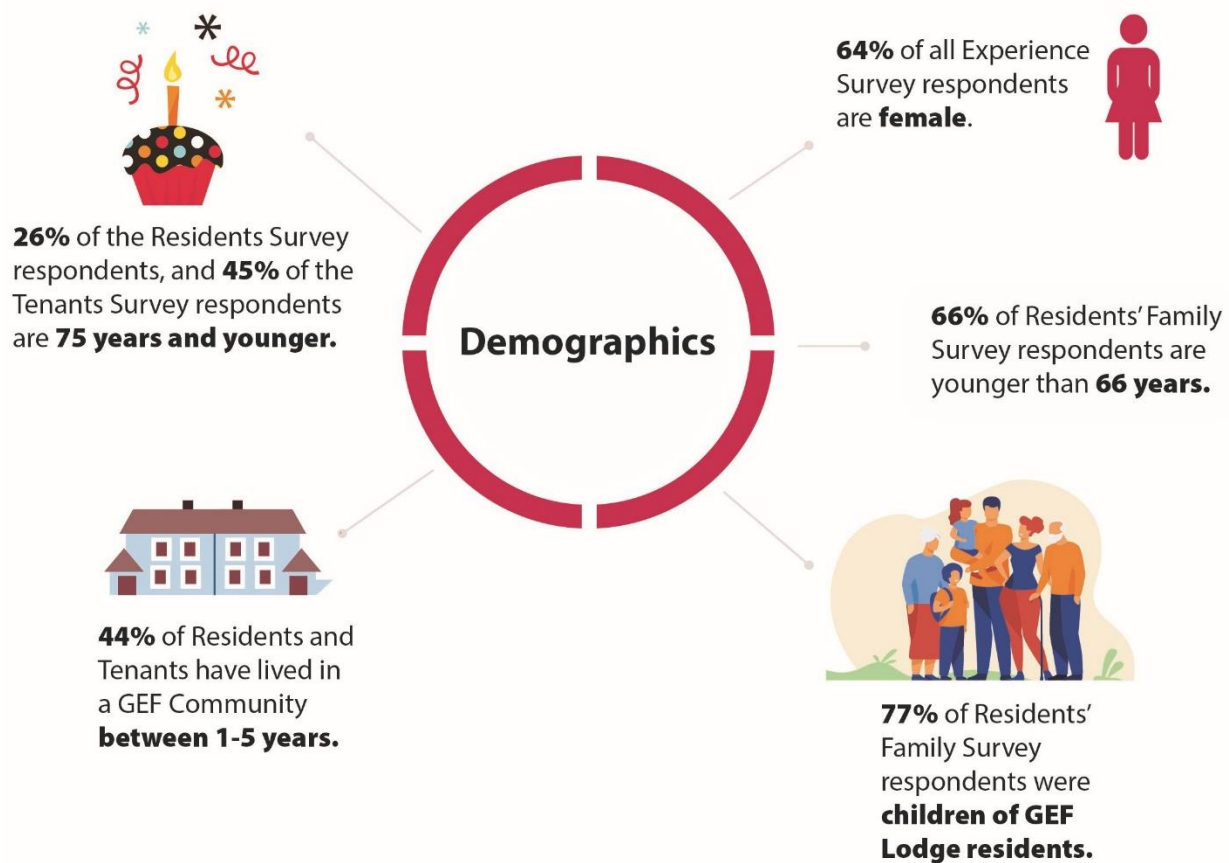
### Demographics

The following is a summary of the respondents' demographic responses across the three Experience Surveys.

---

<sup>1</sup> See Appendix 2 for detailed results

Figure 2: Highlights of Demographic data across Surveys



### Residents Experience Survey

When compared to the results of the 2020 Residents Experience Survey, the expressed satisfaction for 2021 was lower across all domains. The Staff Engagement and Recreation Activities domains saw the largest decreases in expressed satisfaction, with a -5% and -6% change respectively over last year's results.

Table 2: Residents Experience Survey – (Overall Expressed Satisfaction of 84%)

Domain	GEF 2021	GEF 2020	Change over previous year
<i>Staff Engagement</i>	79%	84%	-5%
<i>Dining</i>	75%	77%	-2%
<i>Housekeeping</i>	93%	94%	-1%
<i>Safety &amp; Security</i>	94%	95%	-1%
<i>Building Maintenance</i>	91%	94%	-3%
<i>Recreation Activities</i>	69%	75%	-6%

However, in the Personal Safety and Security domains all questions scored at or above the targeted goal of 85% expressed satisfaction. Both the Dining and Recreation Activities domains, similar to last year, included the questions that had received the lowest expressed satisfaction results. There was one question in the Dining domain – *Are the dining staff friendly and courteous to you?* – that was above the targeted satisfaction rate. In the Recreation Activities domain, only three of the fifteen questions were rated higher than the targeted goal of 85% expressed satisfaction.

The following questions had the highest and lowest ratings from the 2021 Residents Experience Survey.

Table 3: Questions receiving the highest expressed satisfaction

	Question	2021 % Satisfied	2020 % Satisfied
Highest Ratings	Are the maintenance staff friendly and courteous when they are working in your unit?	99%	99%
	Do you feel safe in your unit?	97%	97%
	Do you receive the monthly activity calendar and site newsletter?	97%	95%
	Do you feel safe living here?	96%	96%
	Are housekeeping staff friendly and courteous to you?	95%	93%
	When you request additional supplies do you get them? e.g. bed linen, blankets, bed spread, towels, toilet paper	95%	94%
	Are the dining staff friendly and courteous to you?	94%	93%
	Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	94%	95%
	Do you feel housekeeping staff respect your personal belongings?	94%	95%
	Do you feel that this is a safe building?	94%	95%

Similar to last year, the questions with the highest expressed satisfaction related to the Maintenance domain, while questions that received the lowest expressed satisfaction were primarily from the Recreation Activities domain.

Table 4: Questions receiving the lowest expressed satisfaction

	Question	2021 % Satisfied	2020 % Satisfied
Lowest Ratings	Is there enough variety in the meals offered to you?	70%	70%
	Do you feel the meals provided meet your dietary needs?	70%	75%
	Do you feel welcome to participate in recreation activities by the other residents?	69%	77%
	Do you feel you have a variety of ways to access information about what is happening in your building?	67%	68%
	Do you enjoy gathering and socializing with others?	66%	74%
	Are the meals provided usually tasty and appetizing?	64%	65%
	Do you like the variety in recreation activities offered?	61%	65%
	Do you feel encouraged by staff to participate in the recreation activities?	59%	76%
	Are you encouraged to provide feedback on activities?	58%	71%
	Are you told about volunteer opportunities available to you here?	58%	60%

## Tenants Experience Survey

Results from the 2021 Tenants Experience Survey were mostly stable when compared to the results from the 2020 survey, with the questions in the Personal Safety and Security domain rated higher than the goal of 85% expressed satisfaction. The expressed satisfaction in the Staff Engagement domain increased by 2% over the results from the 2020 survey.

*Table 5: Tenants Experience Survey – (Overall Expressed Satisfaction of 84%)*

Domain	GEF 2021	GEF 2020	Change over previous year
<i>Staff Engagement</i>	80%	78%	+2%
<i>Safety &amp; Security</i>	91%	91%	No Change
<i>Building Maintenance</i>	87%	87%	No Change
<i>Recreation Activities</i>	76%	76%	No Change

The following questions received the highest and lowest expressed satisfaction on the 2021 Tenants Experience Survey.

*Table 6: Questions receiving the highest expressed satisfaction -*

	Question	2021 % Satisfied	2020 % Satisfied
Highest Ratings	Are the maintenance staff friendly and courteous when they are working in your unit?	96%	97%
	Do you feel safe in your unit?	94%	94%
	Are you provided with proper notice by maintenance staff before they enter your unit?	94%	95%
	Do you know what to do in case of an emergency in your building?	93%	92%
	Do you feel that your personal belongings are safe in your unit?	92%	92%

Table 7: Questions receiving the lowest expressed satisfaction

	Question	2021 % Satisfied	2020 % Satisfied
Lowest Ratings	Do you feel staff try to keep tenants informed about what is happening in the building?	76%	74%
	Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities?	73%	72%
	Do you find it easy to share your feedback with staff?	70%	68%
	Do you feel you have a variety of ways to access information about what is happening in your building?	69%	64%
	Are you made aware of available volunteer activities in your community?	67%	67%

## Residents' Family Survey

The results from the 2021 Residents Family Experience Survey were lower than the 2020 survey results in all domains, with the Dining domain seeing the largest change in expressed satisfaction—a decrease of 7% from 67% in 2020 to 60% in 2021. Similar to last year, the Recreation Activities domain contained the questions that had the lowest overall expressed satisfaction.

Table 8: Residents' Family Experience Survey – (Overall Expressed Satisfaction of 74%)

Domain	GEF 2021	GEF 2020	Change over previous year
Staff Engagement	86%	89%	-3%
Dining	60%	67%	-7%
Safety & Security	91%	96%	-5%
Building Maintenance	88%	94%	-6%
Recreation Activities	45%	51%	-6%

The following questions received the highest and lowest expressed satisfaction on the 2021 Residents' Family Experience Survey.

*Table 9: Questions receiving the highest expressed satisfaction*

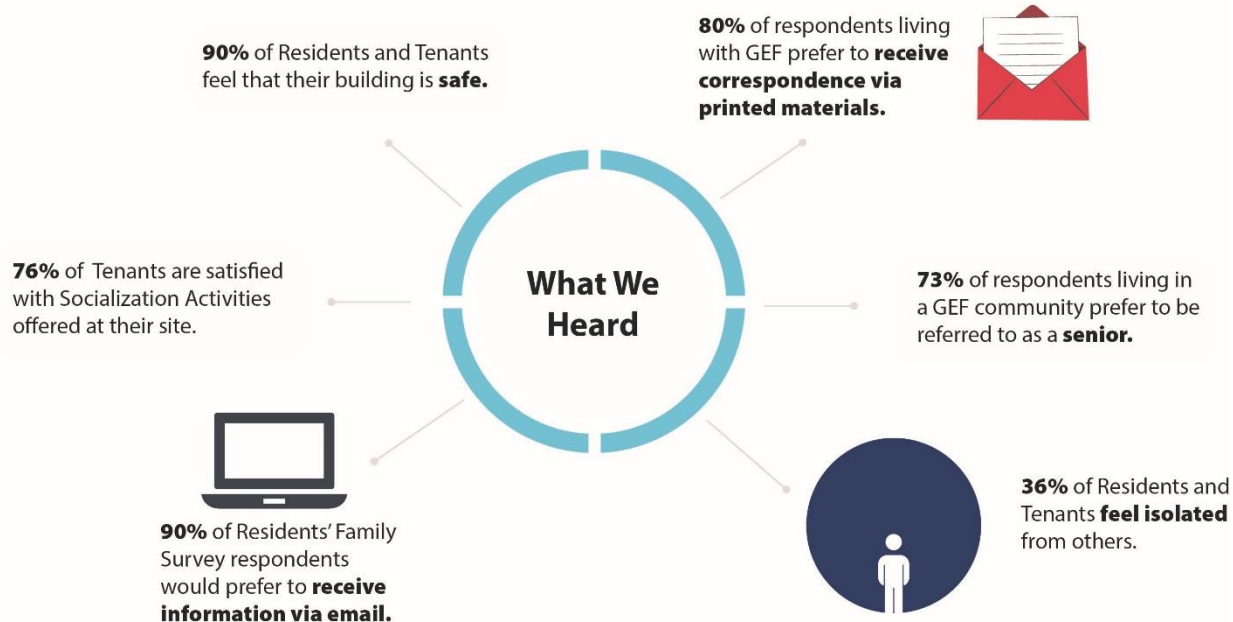
	Question	2021 % Satisfied	2020 % Satisfied
Highest Ratings	Do you feel that your family member is safe living here?	93%	98%
	Do you feel your family member's personal information is kept private?	93%	95%
	Do you feel like this is a safe building?	91%	93%
	Does your family member feel safe living here?	91%	98%
	Do you feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents?	91%	98%

*Table 10: Questions receiving the lowest expressed satisfaction*

	Question	2021 % Satisfied	2020 % Satisfied
Lowest Ratings	Does your family member enjoy mealtimes?	55%	63%
	Does your family member enjoy the meals provided?	52%	59%
	Does your family member like the taste of the food?	49%	57%
	Do you feel staff encourage your family member to participate in activities?	45%	54%
	Are there activities offered that your family member enjoys?	45%	50%

In addition to the analyses of the overall responses within and across domains for all Experience Surveys, the responses to each question were also evaluated. Questions with the highest and lowest results were also examined to identify and assess areas of specific domains where we did not meet our targeted goal, or where we were deemed to be doing well.

Figure 3: Highlights of What we Heard from Respondents



### Residents and Tenants Experience Surveys Comparison

Both our residents and tenants were asked the same questions with respect to the Staff Engagement, Personal Safety and Security, and Building Maintenance domains. An evaluation of the responses to these domains across client groups enables us to develop either organization-wide strategies or community specific initiatives to address any identified area(s) of concern, or any area(s) of improvement we would like to move forward with in support of our Quality of Life Philosophy.

Based on the aggregate of the 2021 surveys' results, we have exceeded our targeted goal for expressed satisfaction in the Building Maintenance and Personal Safety and Security domains, however did not meet our target for Staff Engagement on both the Residents and Tenants Experience Surveys. In fact, on the Residents Experience Survey the feedback related to Staff Engagement saw the largest decline in expressed satisfaction, whereas on the Tenants Experience Survey Staff Engagement had a 2% increase in expressed satisfaction but still below of our goal of 85%.

The following table is a comparison of the expressed satisfaction for each question in the Staff Engagement domain of the 2021 Residents and Tenants Experience Surveys.



Table 11: Comparison of expressed satisfaction in the Staff Engagement domain

	2021		2020	
Staff Engagement Questions	Residents	Tenants	Residents	Tenants
Do you feel respected by staff?	90%	89%	95%	88%
Are you treated fairly by staff?	91%	90%	94%	88%
Do you feel staff respect your privacy?	90%	91%	93%	91%
Are you comfortable talking with staff about your concern(s)?	79%	78%	84%	77%
Do you feel staff try to address your concern(s)?	72%	76%	78%	75%
Do you feel staff try to keep residents/tenants informed about what is happening in the building?	71%	76%	76%	74%
Do you feel you have a variety of ways to access information about what is happening in your building?	67%	69%	68%	65%
Do you find it easy to share your feedback with staff?	71%	70%	82%	68%

## Using the 2021 Experience Surveys' Results to Inform Future Planning Activities

The results of the 2021 Experience Surveys identifies several areas in which GEF Seniors Housing is rated as doing well by the residents, residents' families, and tenants who had taken the time to complete a survey. More importantly, the results identify that there are areas in which the organization can focus its efforts in order to make some adjustments to improve on our services and/or interactions that can positively contribute to our clients' quality of life.

For the 2021 Tenants Experience Survey, the feedback and ratings were generally unchanged from what tenants had shared in completing the 2020 survey, while the 2021 Residents Experience Survey results reflected a decrease in expressed satisfaction in all domains. We recognize that the ongoing global pandemic and the Alberta Chief Medical Officer of Health Orders, along with a variety of ever-changing government directives over the past year, have had a direct impact on our Lodge residents and their families and how we are able to interact with them, which may have contributed to the decrease in expressed satisfaction.

Notwithstanding the above, we will be using the feedback received from the 2021 Residents and Residents' Families Experience Surveys as the basis for continued work in identifying and actioning opportunities to continue to improve on our key services for our Lodge residents – Food Services, Housekeeping, and Recreation Activities. Likewise, we need to continue to work on the past gains made in the expressed satisfaction of our tenants living in GEF's Apartments.

These results, together with the qualitative data, will be shared with the portfolios' leadership teams to help inform their 2022 Portfolio Operational Plans. This will also include asking the portfolios' leadership teams to reflect on the following questions in relation to the 2021 Experience Surveys' results and feedback:

- i. Do the results and feedback coincide with your perceptions of the Residents/Tenants/Residents' Families experiences within your portfolio and the communities that you manage?
- ii. What are the results and feedback you are most pleased with?
- iii. What results and feedback concerns you the most?
- iv. Are there common themes across different communities in your portfolio?
- v. Are there common themes to the qualitative feedback?
- vi. How do you plan to share the feedback with your staff?
- vii. Are there suggestions for improvement in the qualitative feedback that you can act on?
- viii. What is you plan, and timeline(s), to respond to the results and feedback?
- ix. Are there some priority areas that you want to explore further and develop targeted action(s) for?

In addition to the initiatives that will be more site-based, we will also be moving forward with the following GEF organization-wide initiatives in order to more effectively support our residents' and tenants' quality of life:

- Implement initiatives, identified through the review of GEF's Food Services/Dining Program, for our Lodges and Lodge residents.
- Continue to work with portfolio teams to incorporate the Quality of Life Philosophy into all areas of staff training, accountabilities and evaluations.
- Review the Activity and Wellness Program to ensure that it is aligned with the expressed needs and interests of GEF's current Lodge residents and Apartment tenants.

## Appendix 1: Experience Survey: Summary of Participation

## Summary of Participation – Apartment Tenants

Building Name	Total Current Occupants	Total Respondents	Response Rate
Ansgar Villa	170	79	46.5%
Avenwood Corner	54	18	33.3%
Barvinok	17	8	47.1%
Bateman Manor	47	18	38.3%
Bethany Senior Citizen Home	55	13	23.6%
Britannia Gardens	66	20	30.3%
Buchanan Manor	21	2	9.5%
Canora Gardens	100	36	36.0%
Cathedral Close	133	35	26.3%
Central Manor	36	6	16.7%
Father Hannas	41	12	29.3%
Gateway Manor	36	24	66.7%
Golden Homes	22	0	0.0%
Grace Garden Court	34	12	35.3%
Groat House	51	17	33.3%
Highland Place	65	24	36.9%
Kiwanis Place	96	37	38.5%
Knox-Met-Manor	78	31	39.7%
Londonderry Village	116	51	44.0%
Montgomery Place	308	148	48.1%
Mountwood	52	28	53.8%
Ottewell Terrace	64	36	56.3%
Pleasantview Place	146	69	47.3%
Porta Place	69	20	29.0%
Ritchie Pioneer Place	45	12	26.7%
Rossllyn Place	46	8	17.4%
Rossllyn Terrace	60	25	41.7%
Sakaw Terrace	85	69	81.2%
St. Josaphat's	104	33	31.7%
St. Nicholas	38	19	50.0%
Strathcona Place	214	98	45.8%
Trinity Hall *	46	11	23.9%
Trinity Lutheran	32	15	46.9%
Virginia Park	139	43	30.9%
Westlawn Courts	187	67	35.8%
<b>Global Total</b>	<b>2889</b>	<b>1144</b>	<b>39.8%</b>

## Summary of Participation – Lodge Residents

<b>Building Name</b>	<b>Total Current Occupants</b>	<b>Total Respondents</b>	<b>Response Rate</b>
Beverly Place	57	35	<b>61.4%</b>
Kiwanis Place	173	70	<b>40.5%</b>
McQueen Place	99	42	<b>42.4%</b>
Meadowlark Place	47	42	<b>89.4%</b>
Ottewell Manor	38	21	<b>55.3%</b>
Ottewell Place	118	62	<b>52.5%</b>
Pleasantview Place	51	38	<b>74.5%</b>
Queen Alexandra Place	54	38	<b>70.4%</b>
Rosslyn Place	121	45	<b>37.2%</b>
Virginia Place	59	27	<b>45.8%</b>
Sakaw Terrace	62	35	<b>56.5%</b>
<b>Global Total</b>	<b>879</b>	<b>455</b>	<b>51.8%</b>

## Appendix 2: Survey Results

Tenants Experience Survey

	Ansgar Villa	Avenwood	Barvinok	Bateman Manor	Bethany	Britannia	Canora	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden	Groat House	Highland Place	Kiwanis	Knox-Met Manor	Londonderry	Montgomery	Mountwood	Ottewell Terrace	Pleasantview	Porta Place	Ritchie Pioneer	Rossllyn Place	Rossllyn Terrace	Sakaw Terrace	St. Josephats	St. Nicholas	Strathcona	Trinity Hall	Trintinty Lutheran	Virginia Park	Westlawn
Staff Engagement																																	
Do you feel respected by staff?	95%	89%	100%	88%	85%	85%	94%	91%	67%	75%	96%	92%	100%	96%	89%	97%	63%	89%	93%	89%	88%	75%	92%	100%	92%	99%	88%	79%	92%	82%	87%	88%	81%
Are you treated fairly by staff?	95%	94%	100%	88%	85%	90%	97%	94%	67%	83%	100%	75%	100%	96%	92%	97%	62%	90%	86%	88%	93%	75%	92%	100%	96%	100%	91%	79%	89%	82%	87%	93%	80%
Do you feel staff respect your privacy?	92%	100%	88%	94%	77%	95%	94%	88%	67%	92%	96%	92%	94%	92%	85%	94%	70%	90%	96%	85%	92%	89%	83%	100%	100%	100%	91%	84%	91%	73%	100%	100%	89%
Are you comfortable talking with staff about your concern(s)?	85%	78%	75%	82%	77%	80%	86%	85%	67%	73%	96%	82%	82%	83%	78%	84%	53%	72%	79%	83%	81%	65%	92%	86%	79%	85%	94%	79%	77%	64%	79%	81%	68%
Do you feel staff try to address your concern(s)?	83%	83%	88%	76%	85%	60%	88%	91%	50%	58%	96%	67%	82%	73%	74%	87%	53%	75%	75%	76%	82%	58%	73%	100%	59%	93%	84%	74%	71%	64%	86%	76%	58%
Do you feel staff try to keep residents informed about what is happening in the building?	81%	94%	88%	78%	77%	58%	91%	91%	83%	50%	91%	91%	69%	88%	66%	80%	58%	76%	89%	72%	81%	65%	83%	57%	73%	80%	75%	95%	64%	55%	87%	67%	68%
Do you feel you have a variety of ways to access information about what is happening in your building?	72%	82%	75%	75%	67%	50%	88%	85%	67%	58%	92%	73%	65%	73%	72%	63%	58%	67%	75%	62%	71%	58%	64%	71%	64%	81%	71%	84%	64%	55%	67%	57%	63%
Do you find it easy to share your feedback with staff?	76%	69%	88%	69%	77%	68%	79%	88%	60%	58%	88%	67%	88%	76%	70%	80%	50%	62%	70%	76%	76%	35%	83%	57%	54%	75%	81%	78%	71%	64%	67%	62%	58%



	Ansgar Villa	Avenwood	Barvinok	Bateman Manor	Bethany	Britannia	Canora	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden	Groat House	Highland Place	Kiwanis	Knox-Met Manor	Londonderry	Montgomery	Mountwood	Ottewell Terrace	Pleasantview	Porta Place	Ritchie Pioneer	Rossllyn Place	Rossllyn Terrace	Sakaw Terrace	St. Josephats	St. Nicholas	Strathcona	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn
Personal Safety & Security																																	
Do you feel that this is a safe building?	89%	89%	100%	88%	77%	89%	88%	97%	33%	67%	100%	92%	88%	96%	94%	93%	86%	82%	63%	97%	91%	78%	91%	83%	96%	97%	70%	89%	83%	82%	77%	93%	75%
Do you feel safe living here?	91%	83%	100%	94%	69%	100%	91%	94%	33%	83%	100%	100%	94%	96%	94%	97%	84%	88%	70%	100%	91%	80%	91%	83%	96%	99%	80%	89%	84%	82%	77%	95%	80%
Do you feel safe in your unit?	93%	81%	100%	94%	91%	100%	100%	100%	50%	100%	96%	100%	94%	96%	95%	100%	90%	97%	93%	100%	94%	84%	91%	83%	96%	100%	97%	88%	86%	91%	92%	98%	91%
Do you feel that your personal belongings are safe in your unit?	92%	94%	100%	94%	92%	90%	100%	88%	33%	100%	96%	100%	100%	96%	94%	100%	92%	92%	96%	94%	96%	90%	91%	83%	96%	97%	93%	89%	79%	91%	75%	100%	89%
Do you know what to do in case of an emergency in your building?	95%	94%	100%	100%	100%	95%	97%	97%	83%	100%	100%	100%	94%	96%	94%	90%	96%	94%	89%	97%	94%	83%	100%	83%	92%	88%	100%	83%	89%	82%	100%	98%	86%
Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	90%	94%	100%	94%	85%	85%	88%	97%	67%	75%	100%	83%	94%	96%	94%	93%	88%	86%	76%	92%	90%	85%	91%	67%	96%	95%	87%	89%	80%	82%	85%	95%	80%

	Ansgar Villa	Avenwood	Barvinok	Bateman Manor	Bethany	Britannia	Canora	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden	Groat House	Highland Place	Kiwanis	Knox-Met Manor	Londonderry	Montgomery	Mountwood	Ottewell Terrace	Pleasantview	Porta Place	Ritchie Pioneer	Rossllyn Place	Rossllyn Terrace	Sakaw Terrace	St. Josephats	St. Nicholas	Strathcona	Trinity Hall	Trintinty Lutheran	Virginia Park	Westlawn
Building Maintenance																																	
Are you satisfied with the overall maintenance of the building you are living in?	89%	94%	100%	88%	50%	90%	91%	86%	67%	92%	96%	82%	94%	96%	86%	90%	54%	82%	79%	81%	87%	60%	83%	86%	96%	94%	91%	89%	78%	82%	92%	84%	75%
Are you satisfied with the overall maintenance of the interior of the building you are living in?	87%	83%	100%	88%	58%	85%	85%	91%	67%	75%	100%	100%	88%	96%	83%	86%	57%	81%	82%	89%	88%	58%	75%	86%	96%	99%	97%	84%	82%	82%	100%	79%	74%
Are you satisfied with the overall maintenance of the exterior of the building you are living in?	91%	82%	100%	93%	64%	85%	83%	83%	67%	73%	96%	60%	88%	91%	86%	86%	57%	86%	78%	80%	84%	70%	83%	86%	96%	97%	87%	74%	77%	73%	92%	84%	71%
Is it easy for you to get maintenance done in your unit?	95%	72%	100%	94%	67%	80%	94%	91%	100%	92%	100%	91%	100%	91%	94%	100%	56%	86%	89%	77%	91%	70%	91%	86%	88%	99%	90%	89%	87%	82%	92%	78%	91%
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	91%	88%	100%	100%	58%	90%	89%	89%	100%	67%	96%	100%	94%	87%	94%	97%	57%	87%	85%	91%	90%	70%	91%	86%	88%	97%	97%	89%	85%	82%	100%	73%	86%
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	85%	80%	100%	100%	44%	80%	78%	79%	100%	60%	100%	88%	100%	82%	85%	100%	63%	82%	74%	71%	87%	63%	83%	86%	86%	93%	93%	82%	79%	80%	83%	71%	82%
Are you provided with proper notice	93%	89%	100%	100%	91%	90%	100%	94%	83%	92%	100%	100%	100%	91%	83%	100%	86%	95%	89%	89%	99%	90%	91%	100%	100%	95%	100%	95%	88%	90%	83%	93%	99%

	Ansgar Villa	Avenwood	Barvinok	Bateman Manor	Bethany	Britannia	Canora	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden	Groat House	Highland Place	Kiwanis	Knox-Met Manor	Londonderry	Montgomery	Mountwood	Ottewell Terrace	Pleasantview	Porta Place	Ritchie Pioneer	Rosslyn Place	Rosslyn Terrace	Sakaw Terrace	St. Josephats	St. Nicholas	Strathcona	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn
by maintenance staff before they enter your unit?																																	
Are the maintenance staff friendly and courteous when they are working in your unit?	96%	100%	100%	100%	91%	90%	100%	97%	100%	100%	100%	100%	100%	100%	97%	100%	92%	97%	89%	100%	97%	80%	100%	100%	96%	100%	97%	89%	93%	91%	100%	98%	97%
Socialization Activities																																	
Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities?	83%	79%	100%	93%	40%	59%	100%	85%	60%	55%	100%	60%	73%	65%	75%	72%	52%	81%	75%	85%	85%	41%	57%	57%	55%	66%	54%	60%	72%	64%	70%	82%	59%
Are you able to live your life as you want to?	87%	82%	100%	88%	67%	89%	84%	97%	83%	91%	96%	73%	88%	96%	89%	100%	74%	86%	81%	88%	89%	72%	73%	86%	84%	79%	90%	83%	74%	64%	91%	100%	80%
Do you feel welcomed to participate in social activities in the building with other tenants?	77%	76%	88%	80%	55%	79%	100%	79%	75%	67%	91%	75%	88%	83%	61%	87%	66%	77%	64%	91%	83%	68%	82%	57%	79%	87%	61%	82%	68%	73%	80%	88%	71%
Are you made aware of available volunteer activities in your community?	61%	65%	86%	86%	50%	84%	91%	88%	80%	50%	76%	55%	63%	43%	74%	75%	46%	77%	67%	71%	72%	69%	67%	57%	75%	45%	54%	65%	55%	82%	70%	69%	69%

	Ansgar Villa	Avenwood	Barvinok	Bateman Manor	Bethany	Britannia	Canora	Cathedral Close	Central Manor	Father Hannas	Gateway Manor	Grace Garden	Groat House	Highland Place	Kiwanis	Knox-Met Manor	Londonderry	Montgomery	Mountwood	Ottewell Terrace	Pleasantview	Porta Place	Ritchie Pioneer	Rossllyn Place	Rossllyn Terrace	Sakaw Terrace	St. Josephats	St. Nicholas	Strathcona	Trininty Hall	Trininty Lutheran	Virginia Park	Westlawn
Perception of Personal Wellbeing																																	
Do you look forward to the future?	76%	78%	63%	81%	69%	78%	82%	97%	80%	83%	91%	83%	81%	88%	69%	87%	69%	79%	78%	84%	80%	75%	73%	67%	88%	74%	81%	74%	72%	64%	92%	88%	77%
Do you feel like you often lack companionship?	12%	22%	13%	6%	46%	16%	3%	15%	20%	17%	13%	0%	18%	17%	29%	20%	8%	17%	4%	29%	23%	35%	0%	17%	17%	21%	13%	17%	20%	9%	0%	18%	17%
Do you feel left out of social activities in your building?	11%	17%	13%	6%	27%	0%	6%	6%	25%	8%	0%	9%	6%	0%	15%	10%	8%	13%	15%	12%	9%	28%	0%	0%	4%	18%	10%	6%	13%	0%	0%	10%	11%
Do you often feel isolated from others e.g. family or friends?	15%	22%	13%	6%	31%	6%	6%	9%	40%	0%	4%	18%	12%	4%	11%	10%	6%	11%	11%	11%	14%	22%	0%	33%	13%	26%	13%	11%	18%	9%	10%	20%	12%
If you needed to talk about an issue, do you have someone you can contact?	86%	83%	63%	89%	69%	74%	91%	94%	60%	83%	100%	80%	88%	83%	82%	77%	84%	82%	68%	79%	94%	58%	92%	67%	96%	90%	93%	79%	72%	64%	92%	90%	79%

## Tenants Experience Survey Demographic Data

### ➤ Sex

Male	<b>29%</b>
Female	<b>71%</b>
Other	<b>0%</b>

### ➤ What is your age?

65 and under	<b>3%</b>
66-70	<b>16%</b>
71-75	<b>26%</b>
76-80	<b>20%</b>
81-85	<b>20%</b>
86-90	<b>9%</b>
91-95	<b>4%</b>
96-100+	<b>0%</b>

### ➤ How long have you lived in a GEF building?

Less than 1 year	<b>13%</b>
1 to 5 years	<b>44%</b>
6 to 10 years	<b>24%</b>
11 to 15 years	<b>13%</b>
16+ years	<b>7%</b>

### ➤ Would you recommend a friend or family member to live here or in a GHEF building?

Yes	<b>78%</b>
Not sure	<b>15%</b>
No	<b>6%</b>

### ➤ How do you prefer to receive information?

Text Message	<b>4%</b>
Printed Material	<b>88%</b>
Email	<b>8%</b>
GEF Website	<b>1%</b>

### ➤ Survey Addendum:

Please indicate your personal preference for how you would like to have us to refer to you and your fellow residents/tenants as a group.

Senior	<b>80%</b>
Elderly	<b>2%</b>
Older Adult	<b>3%</b>
Elder	<b>1%</b>
Elderly People	<b>1%</b>
Clients	<b>5%</b>
Other (please specify)	<b>10%</b>

## Residents Experience Survey

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Park
<b>Staff Engagement</b>											
Do you feel respected by staff?	74%	90%	90%	90%	85%	90%	95%	89%	98%	94%	81%
Are you treated fairly by staff?	89%	91%	86%	95%	71%	87%	97%	100%	93%	91%	85%
Do you feel staff respect your privacy?	77%	94%	95%	98%	71%	92%	92%	95%	91%	94%	78%
Are you comfortable talking with staff about your concern(s)?	60%	77%	85%	77%	67%	84%	87%	82%	89%	72%	75%
Do you feel staff try to address your concern(s)?	50%	77%	68%	74%	67%	72%	74%	78%	80%	73%	64%
Do you feel staff try to keep residents informed about what is happening in the building?	54%	70%	73%	63%	71%	68%	79%	84%	88%	79%	48%
Do you feel you have a variety of ways to access information about what is happening in your building?	65%	59%	63%	79%	50%	69%	82%	59%	75%	78%	46%
Do you find it easy to share your feedback with staff?	53%	65%	75%	78%	62%	71%	81%	88%	79%	69%	58%
<b>Dining</b>											
Are the meals provided usually tasty and appetizing?	43%	58%	85%	62%	81%	59%	73%	74%	67%	51%	62%
Are the meals provided healthy for you?	66%	68%	83%	76%	81%	71%	73%	76%	79%	69%	76%
Do you feel the meals provided meet your dietary needs?	44%	65%	80%	71%	71%	73%	70%	66%	79%	68%	73%
Is there enough variety in the meals offered to you?	66%	65%	86%	71%	57%	68%	73%	68%	77%	57%	88%
Are the dining staff friendly and courteous to you?	94%	92%	100%	98%	86%	97%	86%	89%	95%	97%	100%
Do you enjoy the dining experience?	77%	74%	93%	83%	81%	71%	75%	70%	86%	64%	83%

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Park
<b>Housekeeping</b>											
Are you satisfied with your weekly housekeeping services?	94%	91%	90%	86%	100%	88%	100%	97%	93%	91%	85%
Do you feel housekeeping staff respect your personal belongings?	94%	95%	95%	93%	100%	88%	91%	92%	100%	97%	92%
When you request additional supplies do you get them? e.g. bed linen, blankets, bed spread, towels, toilet paper	92%	92%	94%	92%	94%	97%	100%	97%	100%	94%	92%
Do you know who to talk to if you need additional supplies?	82%	80%	85%	88%	95%	82%	100%	95%	95%	82%	74%
Are housekeeping staff friendly and courteous to you?	97%	95%	98%	98%	100%	93%	94%	92%	98%	94%	92%
<b>Personal Safety &amp; Security</b>											
Do you feel that this is a safe building?	77%	95%	93%	95%	90%	95%	100%	92%	98%	100%	92%
Do you feel safe living here?	86%	95%	98%	100%	86%	97%	100%	92%	100%	100%	96%
Do you feel safe in your unit?	86%	98%	98%	100%	100%	97%	100%	95%	98%	100%	96%
Do you feel that your personal belongings are safe in your unit?	85%	95%	90%	98%	90%	90%	95%	92%	95%	94%	84%
Do you know what to do in case of an emergency in your building?	83%	88%	95%	95%	90%	92%	97%	89%	93%	88%	80%
Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	85%	94%	88%	100%	95%	88%	100%	100%	98%	97%	96%

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Park
<b>Building Maintenance</b>											
Are you satisfied with the overall maintenance of the building you are living in?	85%	89%	88%	95%	86%	88%	97%	94%	93%	97%	92%
Are you satisfied with the overall maintenance of the interior of the building you are living in?	85%	89%	81%	90%	86%	92%	97%	95%	98%	97%	96%
Are you satisfied with the overall maintenance of the exterior of the building you are living in?	87%	88%	93%	93%	90%	96%	95%	89%	93%	97%	91%
Is it easy for you to get maintenance done in your unit?	85%	92%	82%	88%	74%	87%	100%	77%	95%	97%	83%
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	81%	92%	82%	89%	75%	92%	100%	86%	95%	96%	96%
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	59%	79%	80%	84%	50%	61%	96%	85%	97%	85%	84%
Are you provided with proper notice by maintenance staff before they enter your unit?	85%	94%	95%	100%	90%	91%	100%	90%	93%	97%	92%
Are the maintenance staff friendly and courteous when they are working in your unit?	100%	100%	100%	100%	95%	98%	100%	97%	100%	100%	92%



	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rossllyn Place	Sakaw Terrace	Virginia Park
<b>Recreation Activities</b>											
Are you interested in the recreation programs being offered?	37%	46%	54%	43%	70%	25%	53%	38%	45%	45%	41%
Do you like the variety in recreation activities offered?	66%	49%	84%	78%	56%	53%	63%	72%	54%	44%	63%
Do you know what recreation activities are happening each day?	62%	71%	93%	90%	75%	65%	67%	78%	66%	67%	57%
Do you feel encouraged by staff to participate in the recreation activities?	66%	54%	80%	88%	50%	31%	49%	78%	66%	42%	43%
Do you enjoy gathering and socializing with others?	57%	46%	95%	71%	75%	66%	75%	55%	78%	56%	70%
Do you think participating in the recreation activities provided improves your quality of life?	66%	56%	75%	90%	89%	73%	86%	61%	68%	77%	67%
Do you think staff make reasonable efforts to make you feel welcomed to participate in the different activities within your building?	77%	71%	85%	98%	76%	71%	69%	88%	86%	64%	76%
Do you feel welcome to participate in recreation activities by the other residents?	63%	58%	71%	85%	74%	66%	86%	65%	68%	69%	68%
Do you want more special events that includes family participation?	48%	27%	33%	45%	33%	25%	52%	30%	42%	42%	30%
Do you feel respected by the volunteers who support the Recreation activities?	95%	88%	95%	90%	77%	89%	97%	89%	94%	100%	100%
Are you told about volunteer opportunities available to you here?	30%	72%	66%	74%	45%	35%	81%	44%	66%	59%	58%
Do you feel GEF does a good job of keeping you informed – whether it's about news that affects you or activities going in the building?	74%	92%	80%	81%	75%	63%	83%	88%	85%	76%	84%

	Beverly Place	Kiwanis Place	McQueen Place	Meadowlark Place	Ottewell Manor	Ottewell Place	Pleasantview Place	Queen Alexandra Place	Rosslyn Place	Sakaw Terrace	Virginia Park
Do you receive the monthly activity calendar and site newsletter?	100%	100%	93%	95%	100%	98%	95%	100%	100%	91%	92%
Do you find the month activity calendar and site newsletter useful?	71%	85%	88%	93%	76%	78%	86%	94%	100%	85%	84%
Are you encouraged to provide feedback on activities?	45%	49%	70%	67%	56%	35%	67%	57%	70%	63%	65%
<b>Perception of Personal Wellbeing</b>											
Do you look forward to the future?	59%	67%	83%	66%	80%	69%	70%	61%	79%	67%	78%
Do you feel like you often lack companionship?	24%	23%	15%	10%	19%	8%	28%	27%	16%	19%	10%
Do you feel left out of social activities in your building?	12%	13%	3%	7%	10%	5%	11%	11%	11%	6%	5%
Do you often feel isolated from others e.g. family or friends?	20%	22%	8%	10%	24%	7%	14%	14%	10%	22%	9%
If you needed to talk about an issue, do you have someone you can contact?	82%	71%	76%	80%	81%	92%	83%	83%	97%	78%	74%

## Residents Survey Demographic Data

### ➤ Sex

Male	<b>31%</b>
Female	<b>69%</b>
Other	<b>0%</b>

### ➤ What is your age?

65 and under	<b>5%</b>
66-70	<b>7%</b>
71-75	<b>14%</b>
76-80	<b>19%</b>
81-85	<b>18%</b>
86-90	<b>17%</b>
91-95	<b>15%</b>
96-100+	<b>5%</b>

### ➤ How long have you lived in a GEF building?

Less than 1 year	<b>19%</b>
1 to 5 years	<b>52%</b>
6 to 10 years	<b>20%</b>
11 to 15 years	<b>6%</b>
16+ years	<b>3%</b>

### ➤ Would you recommend a friend or family member to live here or in a GEF building?

Yes	<b>79%</b>
Not sure	<b>13%</b>
No	<b>8%</b>

### ➤ How do you prefer to receive information?

Text Message	<b>4%</b>
Printed Material	<b>89%</b>
Email	<b>5%</b>
GEF Website	<b>2%</b>

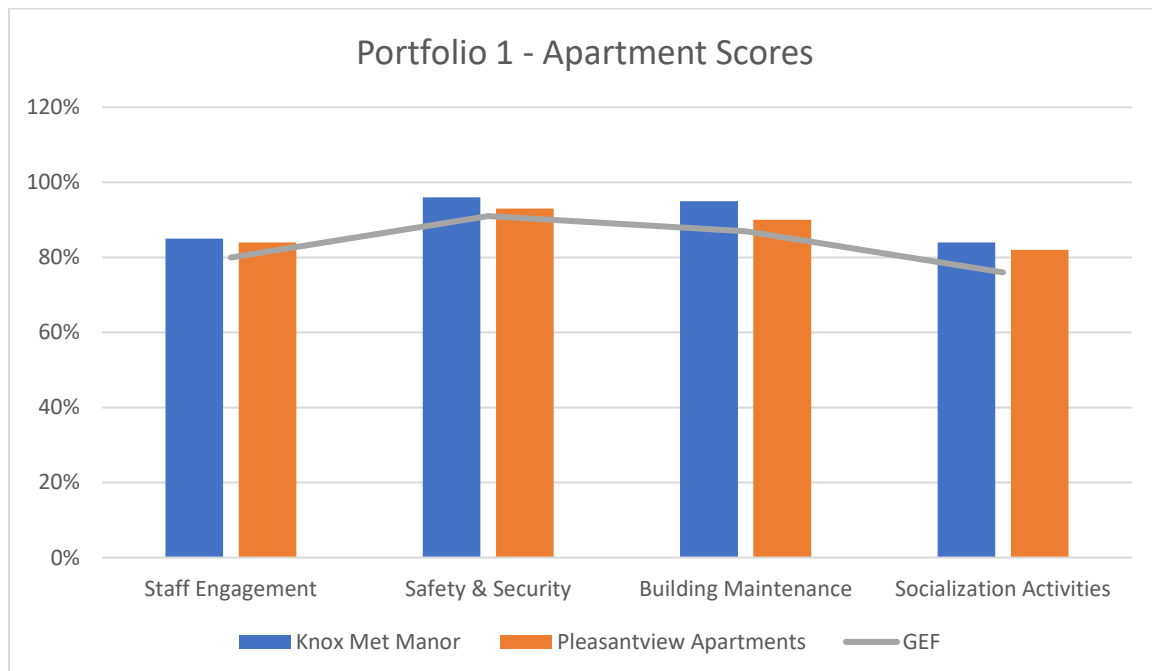
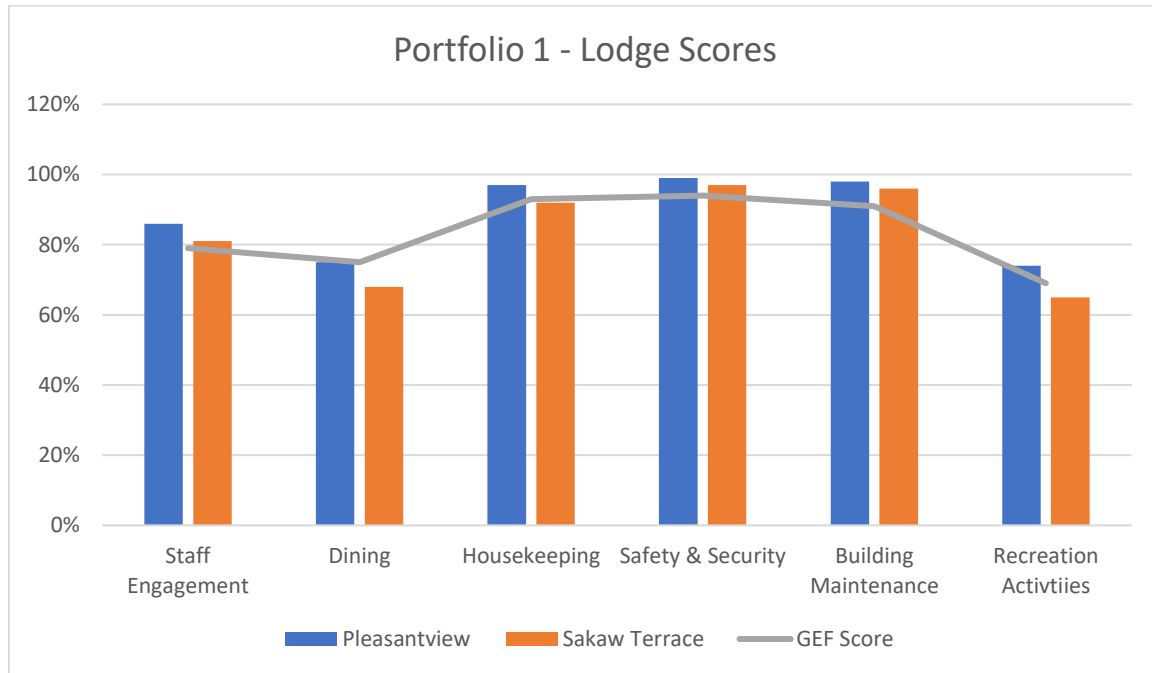
### ➤ Survey Addendum:

Please indicate your personal preference for how you would like to have us to refer to you and your fellow residents/tenants as a group.

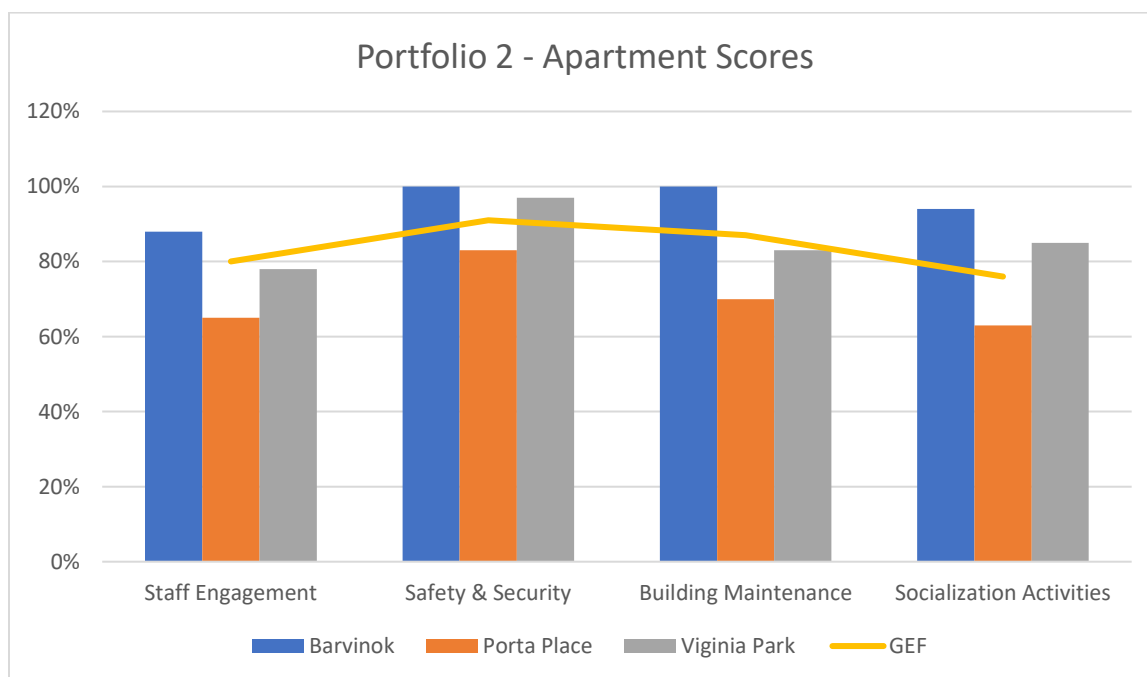
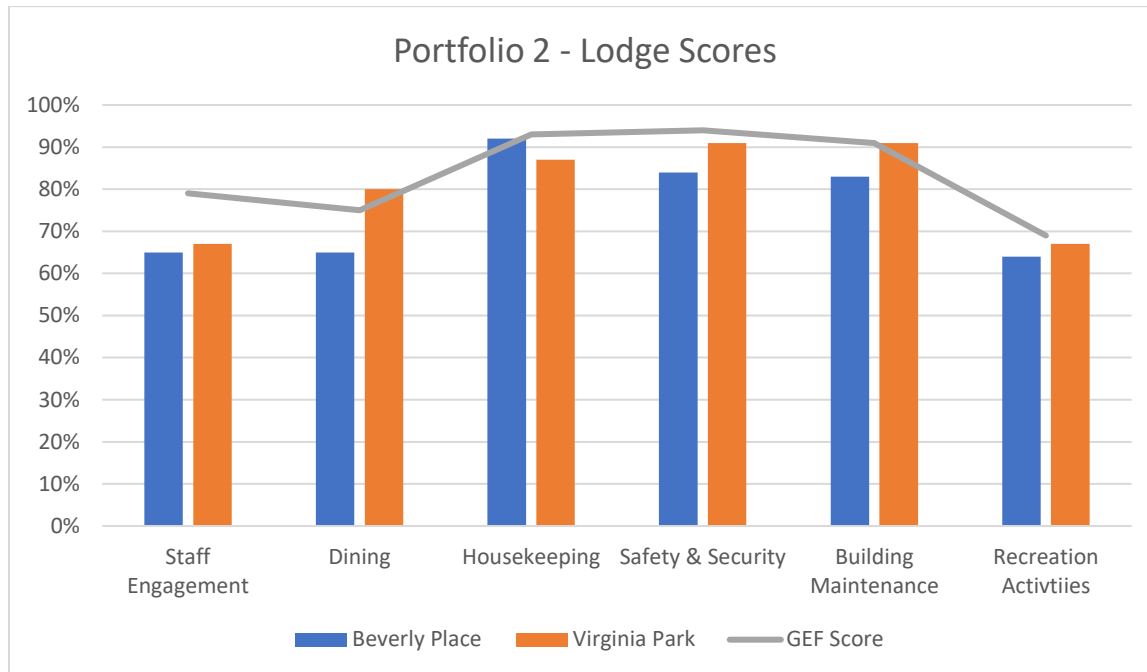
Senior	79.95%
Elderly	2.17%
Older Adult	3.14%
Elder	1.69%
Elderly People	1.69%
Clients	3.38%
Other (please specify)	7.97%

## Appendix 3: Survey Results by Portfolio

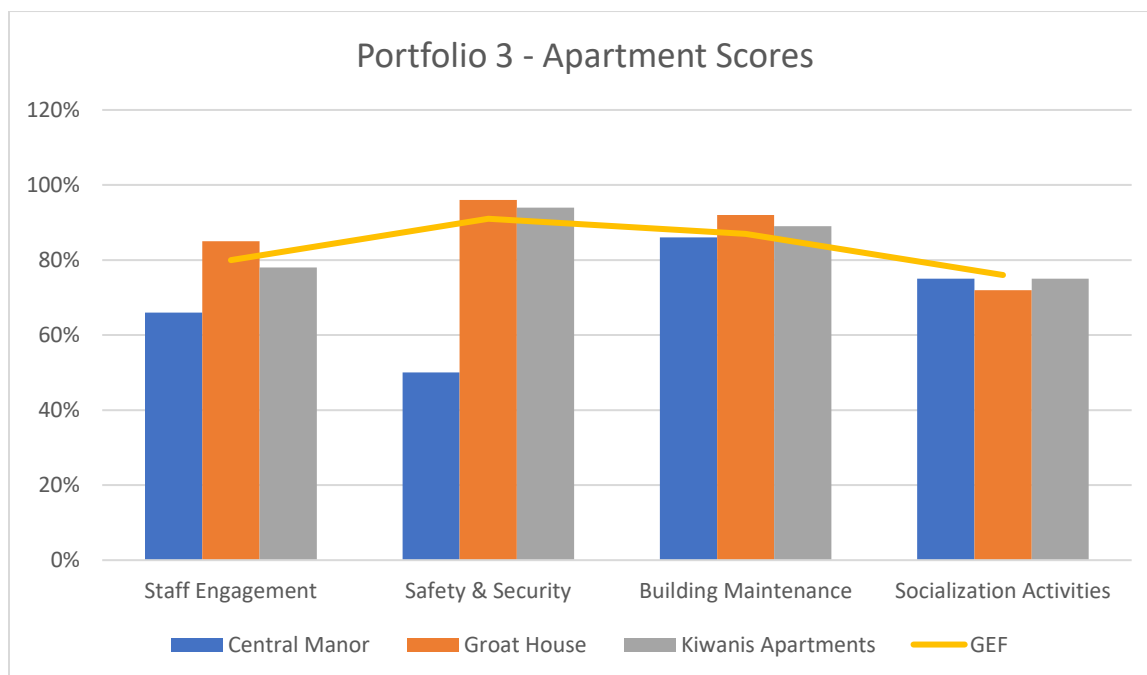
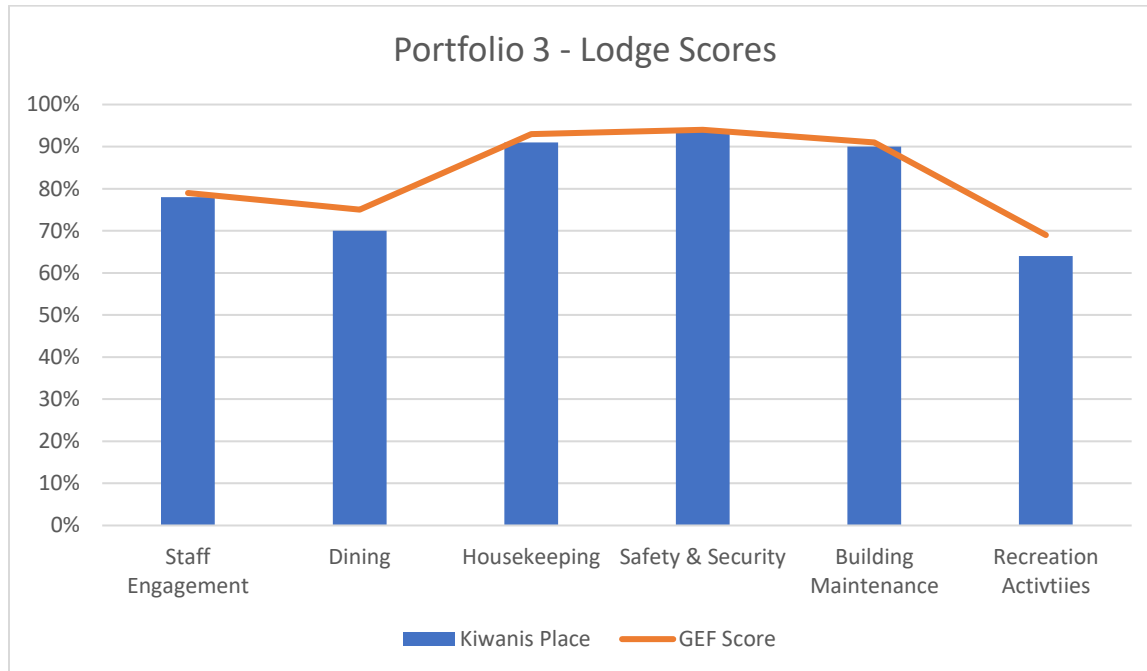
## Portfolio 1



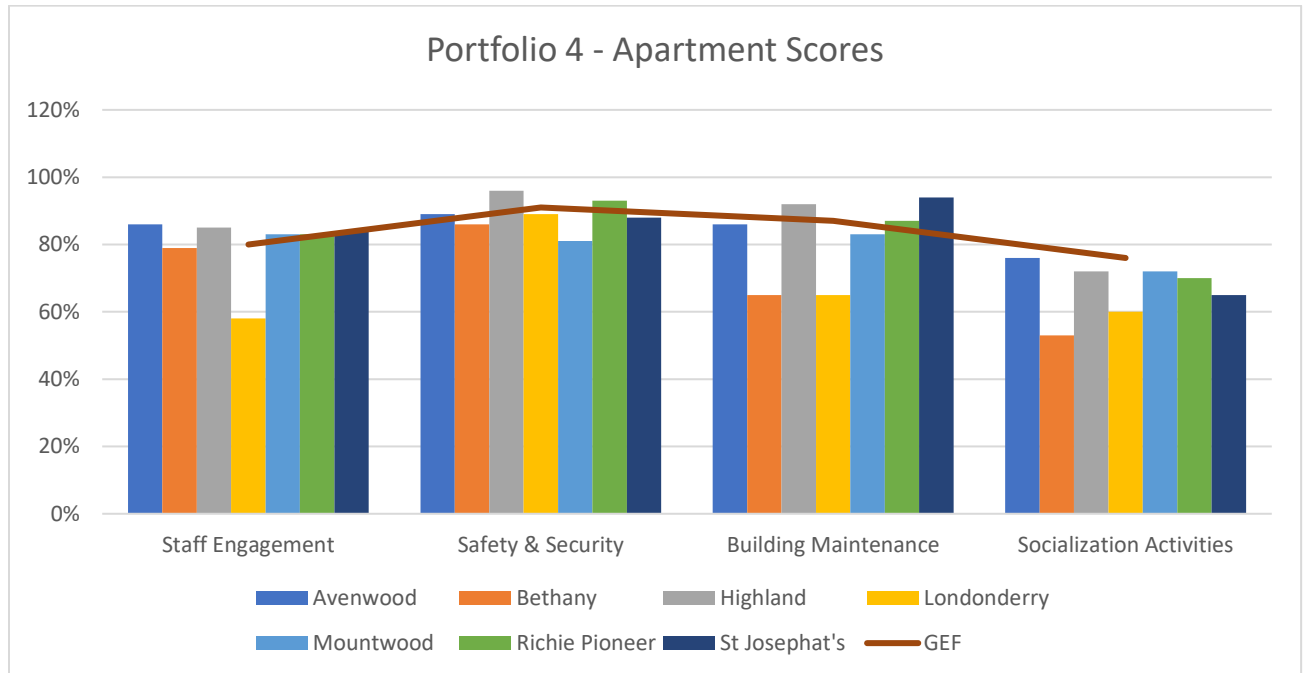
## Portfolio 2



## Portfolio 3



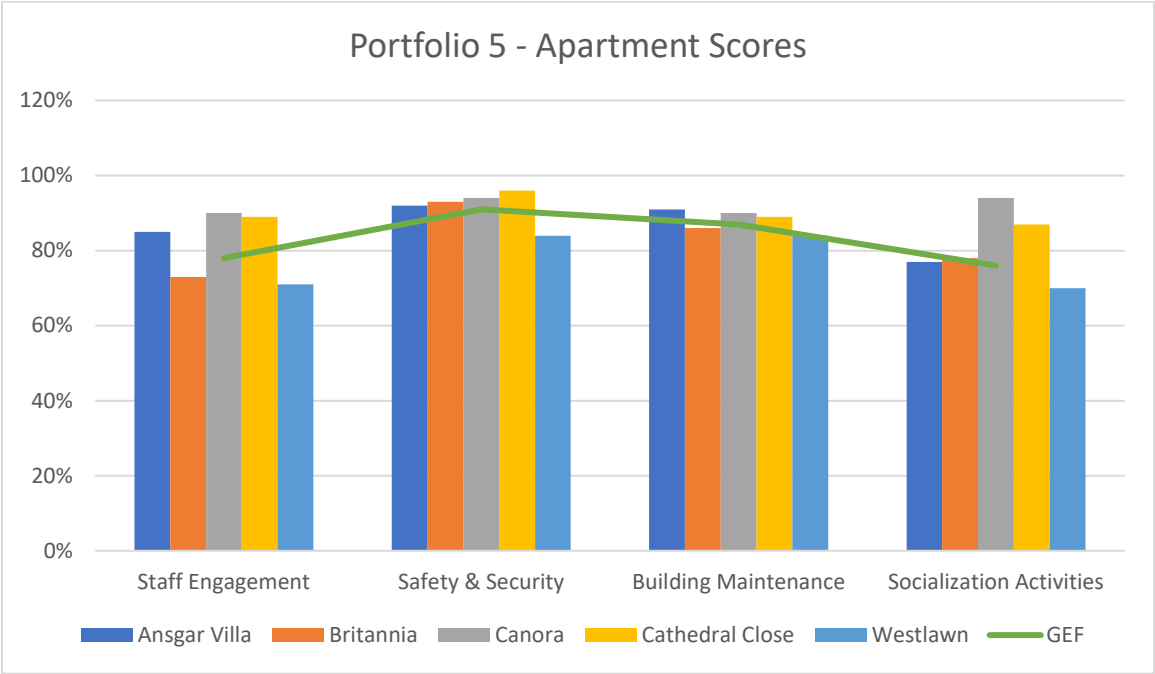
## Portfolio 4<sup>2</sup>



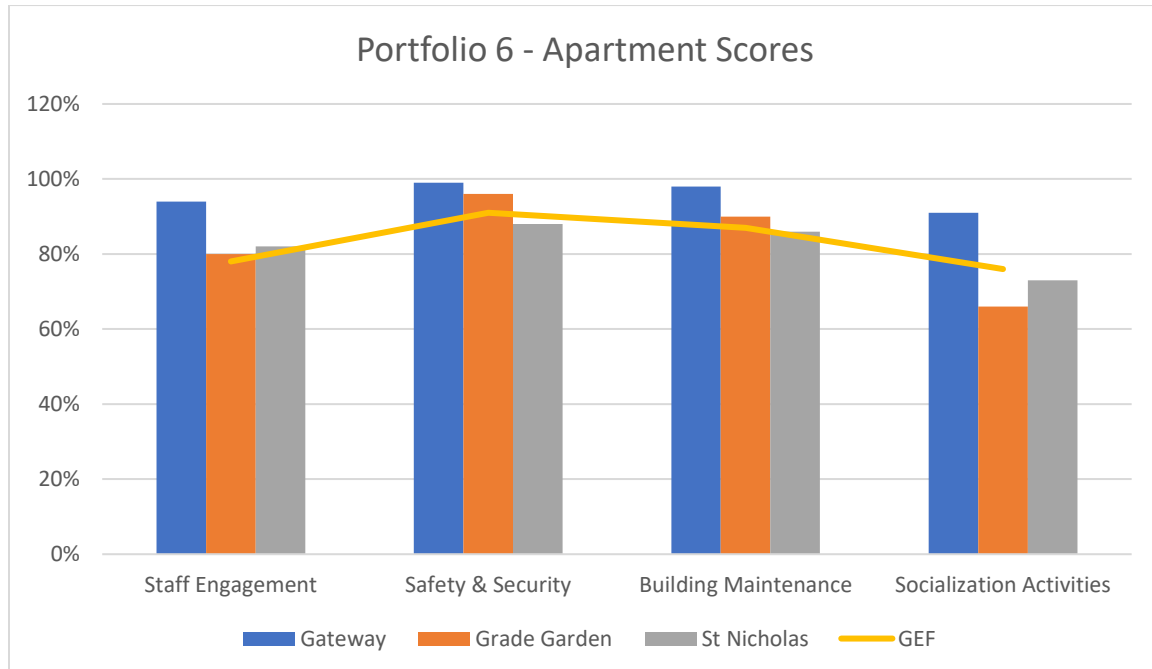
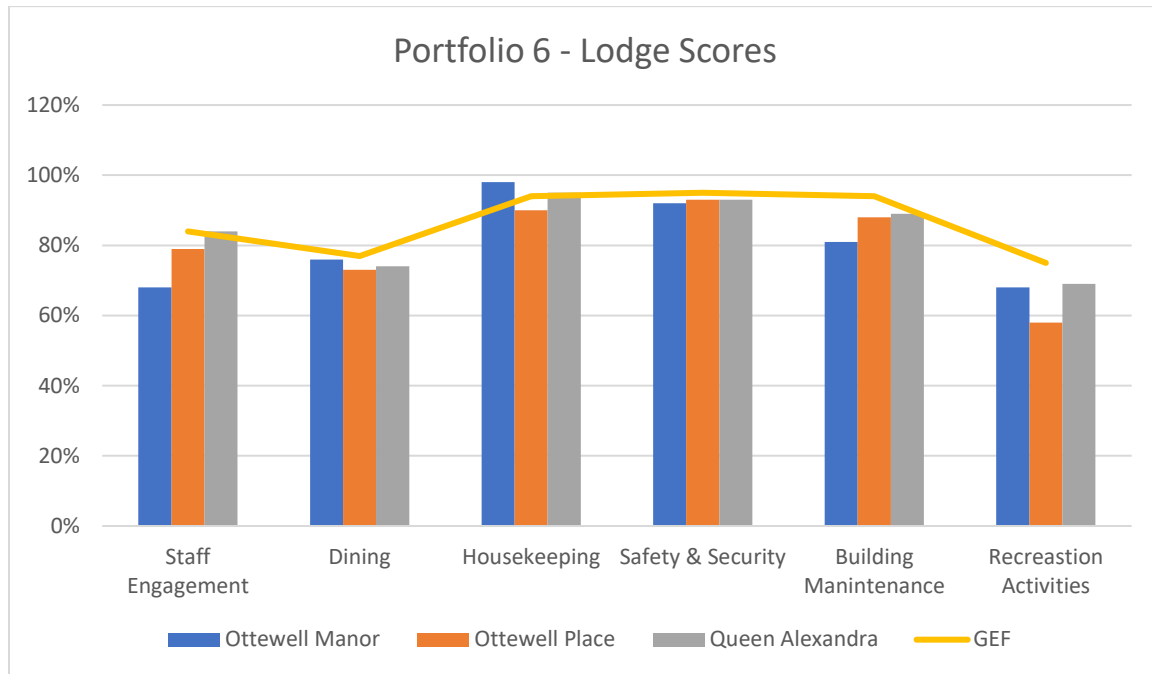
<sup>2</sup> Scores for Buchanan were not included as there were only two respondents from this site.



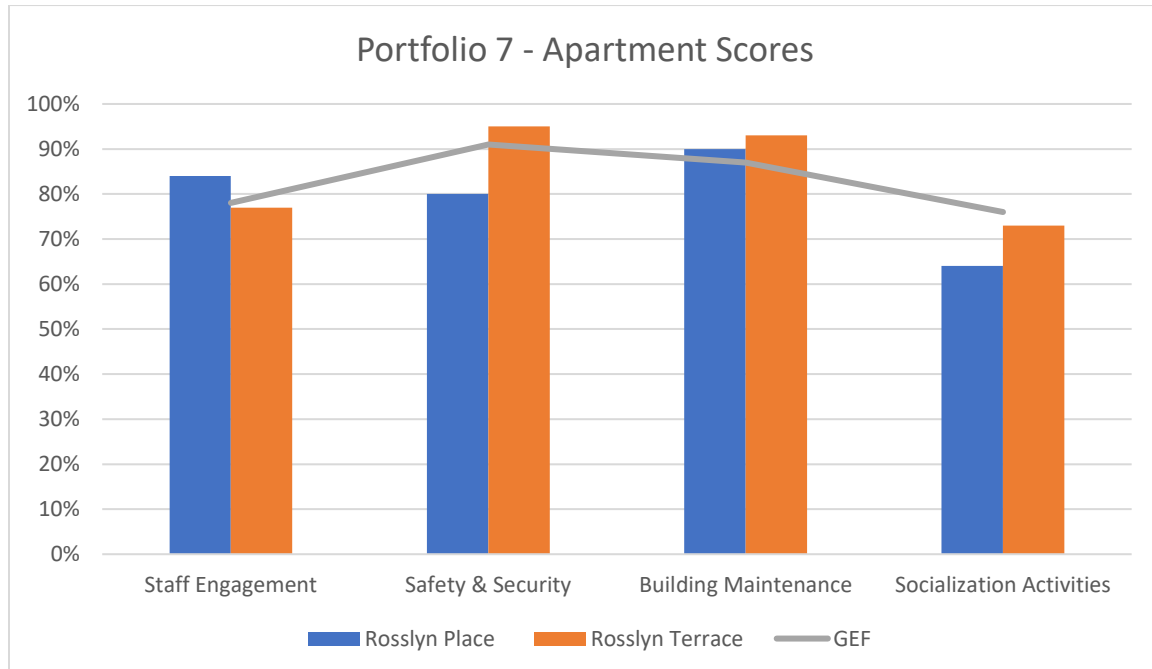
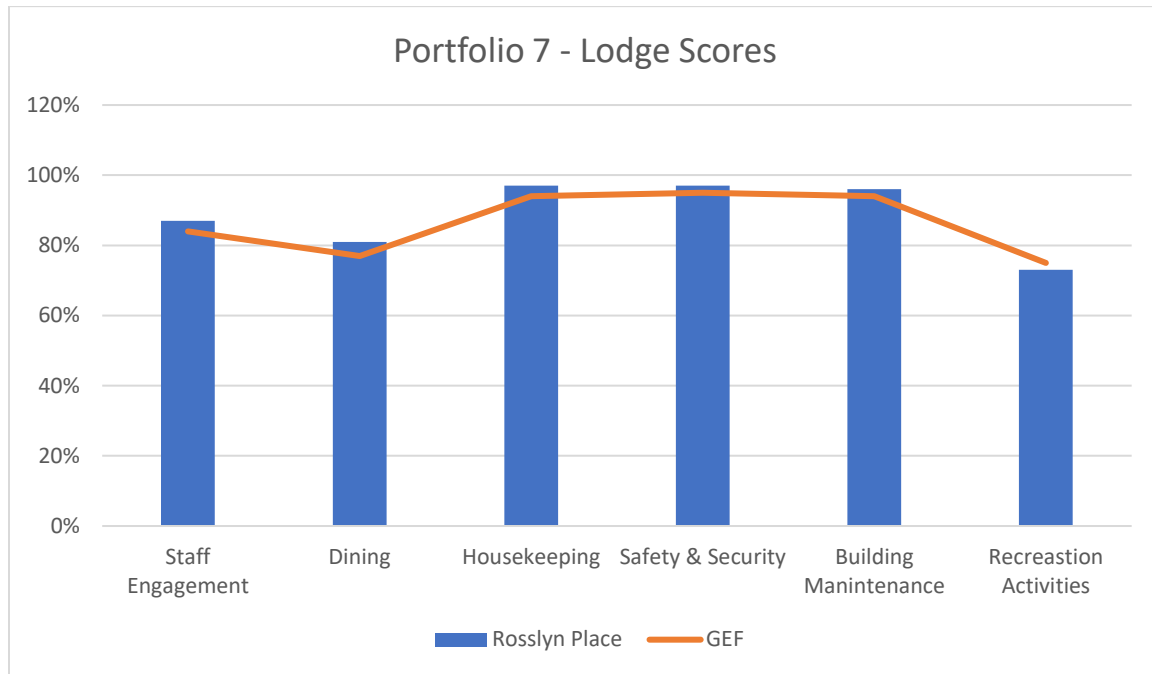
Portfolio 5



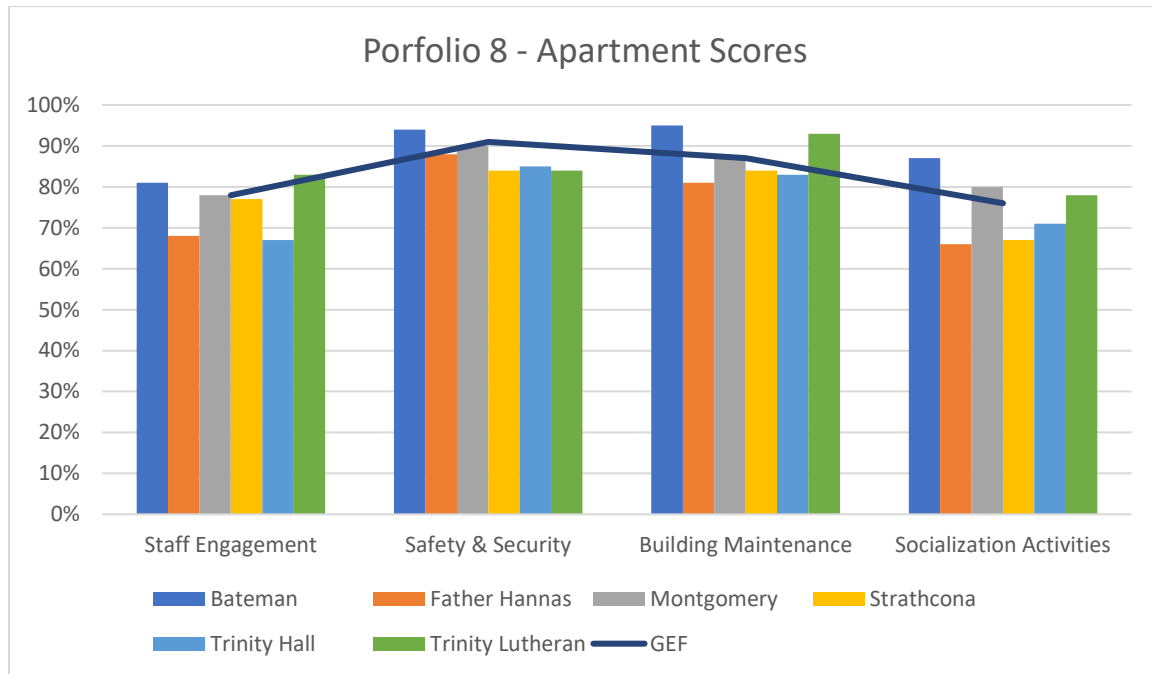
## Portfolio 6



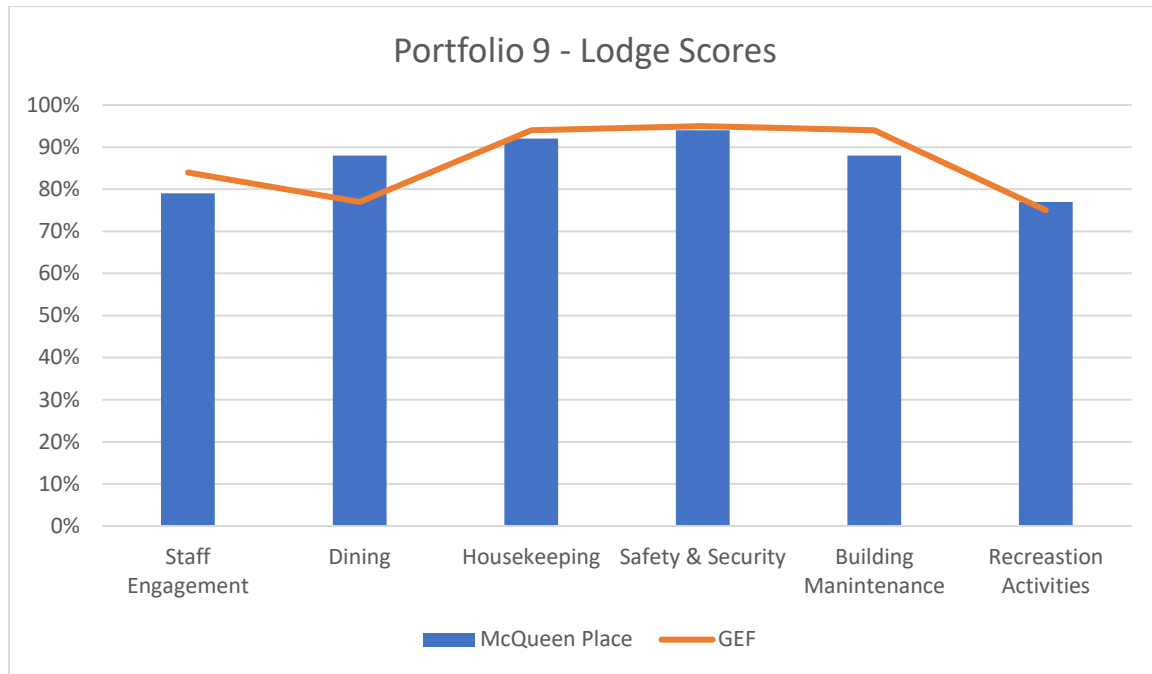
## Portfolio 7



## Portfolio 8



## Portfolio 9



Portfolio 11

