

# 2022 Client Experience Survey Summary

December 2022



This summer, GEF Seniors Housing (GEF) surveyed residents, tenants, and families of residents about their experiences with our housing and services. The Client Experience Survey was distributed to 897 Lodge residents and their families and 2,849 Apartment tenants.

## Why is the Client Experience Survey Important?

These annual surveys give a voice to our clients and their families. Your feedback helps GEF to identify your needs and areas that need improvement.

From previous surveys, GEF has acted by:

- Providing multiple options for getting client feedback, including installation of suggestion boxes in all buildings.
- Launching reviews of:
  - ✓ Food Services
  - ✓ Activity and Wellness Program.

We are committed to continuing to review our systems and our processes and ensuring that our staff have the necessary training and skills to deliver quality services to you.



## What Does GEF Ask About?

Each year, for the past three (3) years, we asked you to rate our housing services, our communication, and your GEF community and its general environment. We asked about:



This year we also asked you to provide feedback on GEF's Mission, Vision, and Values and how you feel these statements guide GEF.

**484 (54%)** Lodge residents, **739 (26%)** Apartment tenants, and **130** families completed the survey.

**67%** of the respondents were **female**.

**90%** of Lodge residents and Apartment tenants who responded prefer **printed material**.



**40%** Lodge residents and Apartment tenants who responded have lived with us between **1-5 years**.

The majority of Lodge respondents were **76-95 years of age**. In the Apartments, they were **66-85 years of age**.

**81%** of Lodge residents' families say they **would recommend** a family member or friend to live in a GEF community.

## GEF's Mission, Vision, and Values Statements

**60%** of respondents feel the Mission - leaders in friendly, affordable, secure housing and services for seniors - provides a clearly articulated purpose.



**56%** of respondents feel the Vision - positively influencing seniors' quality of life - reflects the hopes and ambitions of the future.



**66%** of respondents feel the Values - respect, integrity, well being and accountability - represent the core beliefs and principles that inspire and guide GEF.



## Overall Satisfaction Across the Six Domains



Staff  
Engagement  
**80%**



Dining  
Services  
**70%**



Housekeeping  
Services  
**93%**



Building  
Maintenance  
**87%**



Personal Safety  
and Security  
**90%**



Recreation and  
Socialization  
Activities  
**72%**



### What we heard from Lodge residents

- 92%** feel respected by staff.
- 79%** enjoy the dining experience.
- 93%** are satisfied with their weekly housekeeping services.
- 92%** feel that their building is safe.
- 96%** find the maintenance staff friendly and courteous.
- 40%** are satisfied with the recreation activities offered in their communities.



### What we heard from Apartment tenants

- 88%** feel respected by staff.
- 83%** feel that their building is safe.
- 96%** find the maintenance staff friendly and courteous.
- 82%** feel welcome to participate in social activities in their building.

### Key Finding

*Overall client satisfaction has remained fairly constant over the three years of the surveys.*



### What we heard from Lodge residents' families

- 91%** feel welcomed and respected by staff.
- 58%** feel that their family member enjoys the dining experience.
- 92%** feel that their family member is safe in their building.
- 82%** say they encourage their family member to participate in activities offered.

### Key Finding

*Clients appreciate the hard work that staff do daily to keep their buildings safe, clean, and secure.*

## Next Steps for Improvement



We are sharing the results and data from the survey with the Portfolio Leadership Teams at your sites so that they may:

- Share the feedback with their staff.
- Identify areas for improvement that they can act on.
- Develop targeted action plans for priority areas and ensure that adequate resources are allocated in the Portfolio Operational Plans for the coming year.

In addition to the community-based initiatives, GEF will move forward with the following organization-wide initiatives to support our clients' quality of life more effectively:

- Continue to review the Food Services/ Dining program. Implement initiatives to support clients' choice and needs. Recognize that quality nutrition and a pleasurable dining experience can enhance quality of life.
- Implement our revised Activity and Wellness Program. It will focus on supporting clients' needs for engagement opportunities and provide a balance between leisure, recreation, and wellness.
- Continue to incorporate our Quality of Life Philosophy into all areas of staff training, accountabilities, and evaluations.
- Your feedback on the Mission, Vision and Values will be provided to the Board of Directors for their strategic planning session next spring.


**Client engagement is important to us, year-round. We invite you to follow us on our news channels, and to contact us in the following ways:**

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