

# 2023 Annual Experience Survey Report



## Contents

|  |    |
|--|----|
| Introduction .....   | 2  |
| Methods .....  | 3  |
| Survey Domains .....   | 4  |
| Participation Rate.....  | 5  |
| Respondent Demographics .....                                  | 6  |
| The Results .....  | 7  |
| Resident Experience Survey .....                               | 8  |
| Tenant Experience Survey .....                                 | 10 |
| Residents' Family Survey.....                                  | 12 |
| Summary .....  | 14 |
| Appendix 1: Experience Surveys: Summary of Participation ..... | 17 |
| Summary of Participation – Lodge Residents .....               | 18 |
| Summary of Participation – Apartment Tenants.....              | 19 |
| Appendix 2: Survey Results .....                               | 21 |
| Resident Experience Survey .....                               | 22 |

## Introduction

GEF Seniors Housing has been conducting annual Client Experience Survey since 2020 to measure the experience of clients in Lodges and Apartments in relation to key business areas. The inclusion of the voices of our clients is important to us, and ensure that the services provided under our key business areas are relevant to meeting their needs and that we are able to identify and address areas for improvement. Additionally, understanding our clients' experiences is an essential element that enables GEF to evaluate the quality of programs and services provided, measure how well the initiatives we have implemented support the housing environments that advance our Quality of Life Philosophy, and provide insight into clients' expectations and needs. Over the past three years, we have been able to establish a robust baseline for client engagement and have implemented several initiatives aimed at improving both service delivery and engagement including:

- Implementation of a transparent Client Feedback process, including installation of suggestion boxes in all buildings
- Ongoing review and adjustments of Food Services program in the Lodges
- Review of the Activity and Wellness program

Each year the surveys evaluate the following:

- Clients' and their families' perceptions of housing and support services.
- Clients' perceptions of how well or effective we communicate with them.
- Clients' perceptions about their GEF community and its general environment.
- Some key demographic characteristics of GEF clients.

## Methods

The 2023 surveys were available for completion between July 11 and August 17, 2023. As in previous years, Lodge residents were given the option to complete the survey either with the support of a Summer Intern Student, or on their own online or by completing a paper copy. Each Apartment tenant was provided with the option to complete the survey via a paper copy or online. This year, the surveys were translated to Russian. Drop boxes were provided in the Lodges and Apartment communities for residents and tenants to return completed surveys. The Summer Intern Students collected the boxes from the sites and entered all responses into Survey Monkey for analysis. All questions on the 2023 Experience Surveys remained unchanged from the previous year.

The process for data collection and analysis has remained unchanged since 2020. All current clients (935 Lodge residents; 2684 Apartment tenants) living in GEF buildings were given an opportunity to participate in the surveys, as well as families of Lodge residents. As with previous years, the participation targets in the Lodges and Apartments were 60% and 50% respectively. This year, 48% of Lodge residents, 36% of Apartment tenants and 122 families of Lodge residents responded to the surveys. Although the participation rates were below our targets, the response rates were still high and provide statistically sound measure of the client population.

**1,396**

Total Number of Lodge and Apartment respondents

**39%**

Overall response rate

**122**

Families of Lodge resident respondents

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. Below are the domains that were the focus of each Experience Survey.

### Survey Domains



Staff  
Engagement<sup>1,2,3</sup>



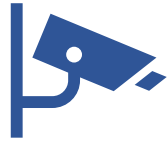
Dining Services<sup>1,3</sup>



Housekeeping  
Services<sup>1</sup>



Building  
Maintenance<sup>1,2,3</sup>



Personal Safety &  
Security<sup>1,2,3</sup>



Recreation &  
Socialization  
Activities<sup>1,2,3</sup>



Perceptions of  
Personal  
Wellbeing<sup>1,2</sup>



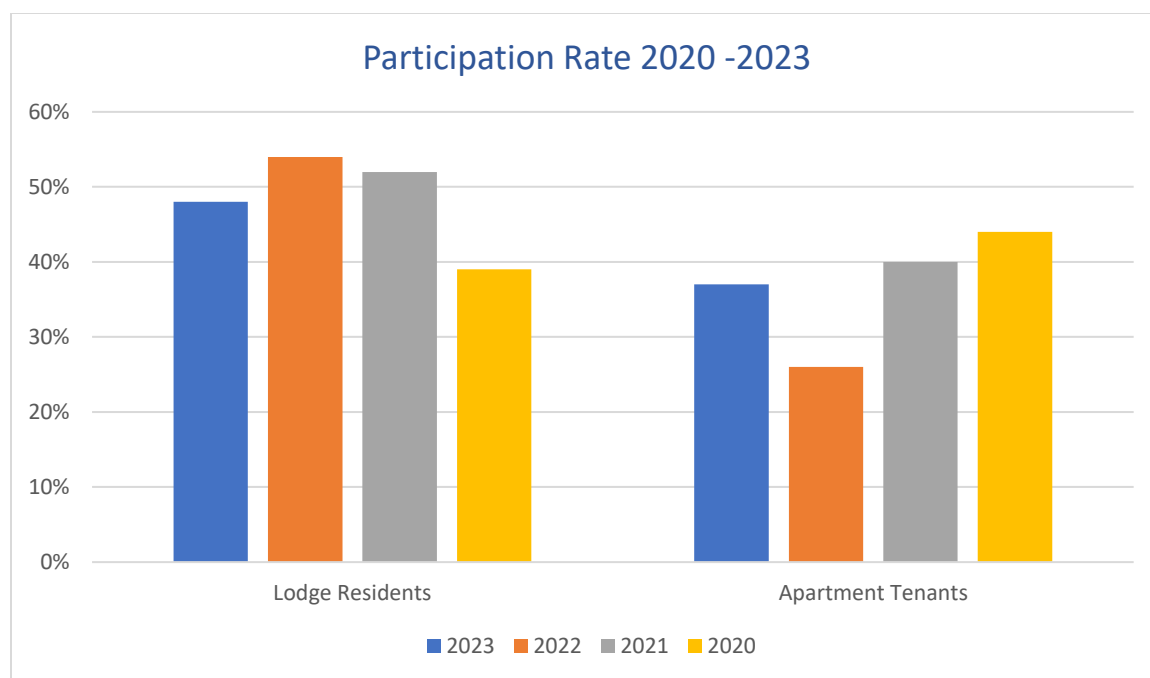
Demographic  
Information<sup>1,2,3</sup>

The domains included on each Survey are indicated above by numbers as follows:

- 1 – Lodge Residents Experience Survey
- 2 – Apartment Tenants Experience Survey
- 3 – Families of Lodge Residents Experience Survey

### Participation Rate

Each year, we establish targets for Lodge residents' and Apartment tenants' participation in the surveys. This year, a total of 1,396 clients responded to the surveys sharing their experiences with GEF Seniors Housing. Participation of Apartment tenants in the survey this year increased by approximately 10%, while the participation of Lodge residents decreased by 6% from the 2022 rates. We continue to encourage clients to participate in the surveys as doing so provides a consistent measure of clients' opinions of their housing, engagement with staff, and support services they receive from the organization.

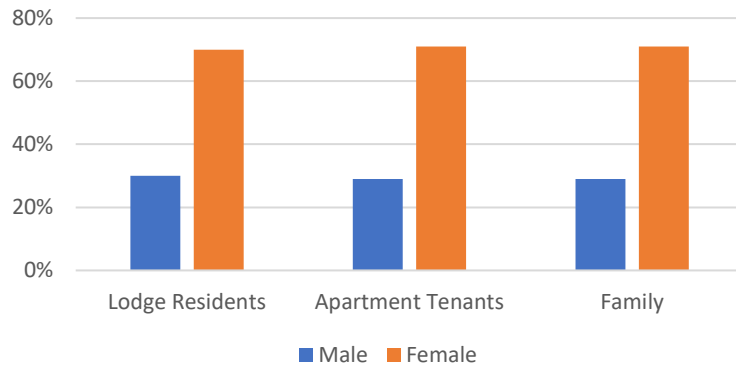


### Families Participating in the Surveys:

2023 - 122 Families  
2022 - 130 Families  
2021 - 155 Families  
2020 - 59 Families

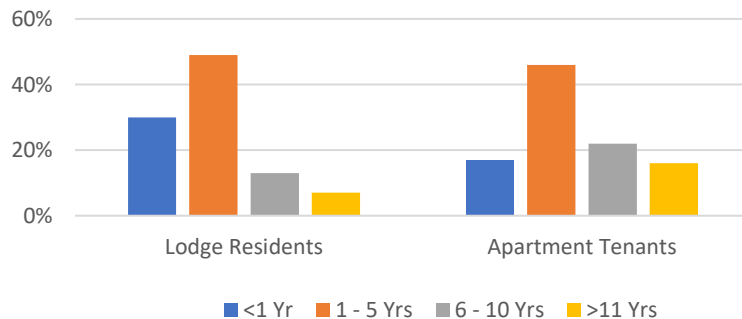
## Respondent Demographics

Gender of Respondents

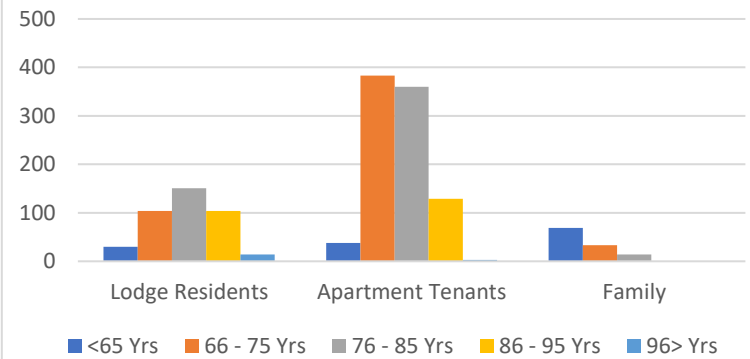


78% of the Family and Friends respondents are children of a Lodge Resident.

Respondents' Length of Tenancy by Program



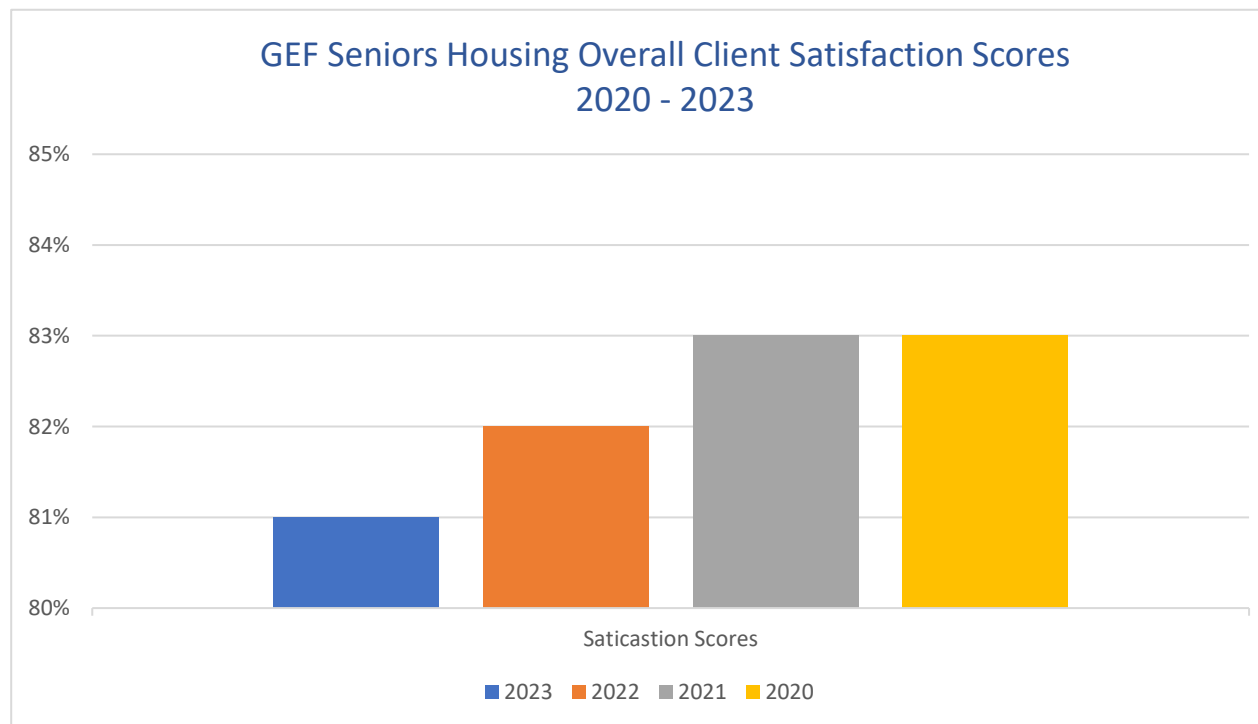
Respondents' Age Distribution



84% of all respondents would recommend a family member of friend to live in a GEF community.

## The Results

We provide a result of the overall satisfaction score as well as scores by respondent group (i.e. Lodge Resident, Apartment Tenants, Families of Lodge Residents). Our target for the overall satisfaction score was 85% this year, reflecting the organizational importance we have placed on our commitment to positively influencing our clients' quality of life. This score is also used as an indicator for how we are performing in individual domains. The overall satisfaction score decreased by one percentage point over 2022, with the score this year being 81%. Notwithstanding this decline, we see improvements in some domains that the organization has persistently scored low on in previous years. Although the overall satisfaction score is lower than targeted rate we had set for ourselves, the decline is minimal and we continue to strive to improve on these scores in 2024 and beyond.





## Resident Experience Survey

The following table provides a summary of the organization's scores across the six domains of the Resident Experience Survey for the years 2020 to 2023. The domain scores less than 85% have been highlighted as these are areas in which we have not achieved our targeted score of 85%.

| Domains              | 2023 | 2022 | 2021 | 2020 |
|----------------------|------|------|------|------|
| Staff Engagement     | 79%  | 79%  | 79%  | 84%  |
| Dining               | 75%  | 73%  | 75%  | 77%  |
| Housekeeping         | 92%  | 93%  | 93%  | 94%  |
| Safety & Security    | 89%  | 92%  | 94%  | 95%  |
| Building Maintenance | 90%  | 89%  | 91%  | 94%  |
| Recreation           | 72%  | 67%  | 69%  | 75%  |

Over the four years that GEF has been conducting these surveys, we see that on the domains of Housekeeping, Safety and Security, and Building Maintenance, the organization continues to score well above the 85% target satisfaction score. For the other three domains, we have seen an overall decline. Both the Dining and Recreation domains were significantly affected by the COVID-19 pandemic and the various health measures that were implemented to curtail the spread of the COVID-19 virus. In fact, these two key services for Lodge residents were and remain the areas most regulated under Infection Control measures implemented by Alberta Health Services. On the Staff Engagement domain, while residents have consistently reported that they feel respected and are treated fairly by staff, there continues to be issues identified in relation to staff communication with and responsiveness to clients.

The following questions had the highest ratings from the 2023 Resident Experience Survey by domain:

| Domains              | Questions  |     |
|----------------------|--|-----|
| Staff Engagement     | Do you feel staff respect your privacy?  | 91% |
| Dining               | Are the dining staff friendly and courteous to you?                                  | 93% |
| Housekeeping         | Are housekeeping staff friendly and courteous to you?                                | 95% |
| Safety & Security    | Do you feel safe in your unit?   | 93% |
| Building Maintenance | Are the maintenance staff friendly and courteous when they are working in your unit? | 97% |
| Recreation           | Do you receive the monthly activity calendar and site newsletter?                    | 94% |

Conversely, the following questions had the lowest ratings from the 2023 Resident Survey by domain.

| Domains              | Questions  |     |
|----------------------|--|-----|
| Staff Engagement     | Do you feel staff try to keep residents informed about what is happening in the building?  | 64% |
| Dining               | Is there enough variety in the meals offered to you?   | 66% |
| Housekeeping         | Do you know who to talk to if you need additional supplies?  | 85% |
| Safety & Security    | <ul style="list-style-type: none"> <li>Do you feel that this is a safe building? <ul style="list-style-type: none"> <li>Do you feel safe living here?</li> <li>Do you know what to do in case of an emergency in your building?</li> </ul> </li> </ul> | 88% |
| Building Maintenance | Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?   | 81% |
| Recreation           | Are you interested in the recreation programs being offered?   | 54% |

*"The staff is good. Everybody is very friendly and helpful and that is very valuable."*

*"Staff need to know what they are feeding us for meals."*

*"There could be more activities."*

### Tenant Experience Survey

Like the Resident Experience Survey, the domains of Safety and Security and Building Maintenance are the areas in which tenants have given the organization the best ratings across the four years of the survey. The domain scores which are less than 85% have been highlighted as these are areas on which we have not achieved our targeted score of 85%.

| Domains                  | 2023 | 2022 | 2021 | 2020 |
|--------------------------|------|------|------|------|
| Staff Engagement         | 79%  | 80%  | 80%  | 78%  |
| Safety & Security        | 88%  | 89%  | 91%  | 91%  |
| Building Maintenance     | 84%  | 86%  | 87%  | 87%  |
| Socialization Activities | 75%  | 79%  | 76%  | 76%  |

The changes that have been made to the support of Recreation programming in the Apartments continue to be a struggle for tenants. Given that these buildings are independent living sites, we want to support them in their choice of engagement and so take on a more supportive role in the identification and delivery of programming. For many tenants in the Apartment program, there is a belief that they should be getting similar programming to what Lodge residents are offered. We continue to message the differences between these two programs and how we can help[ support their engagement needs in their community.

The following questions had the highest ratings from the 2023 Tenant Experience Survey by domain.

| Domains                  | Questions  |     |
|--------------------------|--|-----|
| Staff Engagement         | Do you feel staff respect your privacy?  | 91% |
| Safety & Security        | Do you feel safe in your unit?   | 93% |
| Building Maintenance     | Are the maintenance staff friendly and courteous when they are working in your unit? | 95% |
| Socialization Activities | Are you able to live your life as you want to?                                       | 88% |

While the following questions received the lowest scores on the Tenant Experience Survey by domain.

| Domains                  | Questions  |     |
|--------------------------|--|-----|
| Staff Engagement         | Do you feel you have a variety of ways to access information about what is happening in your building?   | 70% |
| Safety & Security        | Do you feel that this is a safe building?  | 81% |
| Building Maintenance     | Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours? | 78% |
| Socialization Activities | Are you made aware of available volunteer activities in your community?                                  | 66% |

*"More communication  
needed to let people know  
what is going on."*

*"Tenants in the building  
let in undesirable people."*

*"I have concerns about  
the smoking."*

### Residents' Family Survey

The following table provides a summary of the organization's scores across the five domains of the Residents' Family Experience Survey for the years 2020 to 2023. The domain scores that are less than 85% have been highlighted as these are areas on which we have not achieved our targeted score of 85%.

| Domains              | 2023 | 2022 | 2021 | 2020 |
|----------------------|------|------|------|------|
| Staff Engagement     | 86%  | 88%  | 86%  | 89%  |
| Dining               | 64%  | 60%  | 60%  | 67%  |
| Safety & Security    | 92%  | 89%  | 91%  | 96%  |
| Building Maintenance | 92%  | 88%  | 88%  | 94%  |
| Recreation           | 50%  | 46%  | 45%  | 51%  |

Residents' Family Experience Survey scores draw many parallels to the Resident Experience Survey results, with the Dining and Recreation domains recording the lowest satisfaction scores. A difference between the two is that family members across the four years of the survey have consistently rated their interactions with staff much higher than Lodge residents. The difference in views about interactions with staff could stem from the number of opportunities each group have to interact with staff and the reasons for those interactions. Families are generally being communicated with regarding something to do with the welfare of their family member, while communication between residents and staff often entail reporting of issues about a service or conflict between residents.

The following questions had the highest ratings from the 2023 Residents' Family Experience Survey by domain.

| Domains                    | Questions   |     |
|----------------------------|---|-----|
| Staff Engagement           | Do you feel your family member's personal information is kept private?                                    | 93% |
| Dining                     | Are the dining staff friendly and courteous?  | 91% |
| Building Safety & Security | Does your family member feel safe living here?  | 93% |
| Building Maintenance       | Are you satisfied with the overall condition of the interior of the building your family member lives in? | 90% |
| Recreation                 | Do you encourage your family member to participate in the activities offered?                             | 84% |

The questions with the lowest scores on the 2023 Residents' Family Experience Survey by domain.

| Domains                    | Questions  |     |
|----------------------------|--|-----|
| Staff Engagement           | Do you feel staff try to address your family member's concern(s)?  | 76% |
| Dining                     | Does your family member enjoy the meals provided?  | 55% |
| Building Safety & Security | Do you feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents? | 91% |
| Building Maintenance       | Are you satisfied with the overall condition of the building your family member lives in?                      | 88% |
| Recreation                 | Do you want to participate in activities with your family member?  | 22% |

*"I am kept informed all the time and appreciate it very much."*

*"Would like to see more options for people with dietary restrictions."*

*"Not having someone monitoring the front door in the evening is a concern."*

## Summary

The 2023 Client Experience Surveys continue to be statistically representative of GEF Seniors Housing's client population. Overall, the scores from the surveys continue to show high satisfaction, notwithstanding the organization not achieving its desired 85% or above targeted satisfaction score. The scores and feedback provided indicate that while we are doing well in some key business areas, there is room for improvement. We need to be mindful of the decreases across some of the survey domains and what these trends and feedback are telling us about the clients' perceptions of the quality of housing and support services we are providing.

The 2023 surveys results continue to be affected by several factors. These include:

- Clients' and their families understanding of what the organization does and what it should do for clients.
- Changes to the delivery of key services such as Maintenance staffing and perceptions about how this affects service.
- Staff feeling that they do not have the tools to effectively respond to clients' and their families concerns.
- Ensuring that following the completion of the surveys, that clients understand how their feedback matters and can impact change to service.

Although there was a small decrease in the overall satisfaction score this year, and across all three surveys clients and families were generally satisfied with Safety and Security and Building Maintenance, the results point to the need for improvements to service delivery and engagement with clients and families. We will be focusing on improving how staff work with residents and tenants, our communication with clients living across GEF communities, and the engagement opportunities we provide in the different housing programs. Focused strategies will be undertaken to address the scores in domains where we have not achieved our targeted satisfaction score. Over the next year, the following will be key areas of focus to address these domains:

### I. Staff Engagement

- Work with managers to ensure that there is consistent communication around our expectations for levels of service.

- Implement customer service training for staff across all portfolios.
- Continue to provide education to staff about the changing client demographic and provide appropriate resources and tools to support them in their work with our clients.

## II. Food Services

- Develop a training program for food services staff to ensure that there is consistency in the service provided to lodge residents.
- Provide closer monitoring of menus to better reflect the preferences of the lodge residents.
- Provide training to chefs to support the management and development of their staff.
- Explore moving to a food service delivery hybrid model, at all the lodges, giving residents the choice to either be provided with table and buffet service.
- Establish regular food service meetings with residents as the standard to do a review of menus to ensure that residents know their options, notwithstanding any food preferences, food restrictions or food allergies.

## III. Recreation/Socialization Activities

- Stabilize staffing in the Activity and Wellness program.
- Continue to review the program to ensure that it is targeted to the needs of clients.
- Continue to implement the Neighbourhood Time program that focuses on diverse engagement preferences.
- Continue to work with tenants in the Apartment program to determine their engagement needs and how GEF can support these.



In addition to the above initiatives, the portfolio leadership teams will be using the results to help inform their 2024 Portfolio Operational Plans, in which they will be identifying Community specific initiatives. To develop these initiatives the Portfolio Leadership Teams will be reflecting on the following questions in relation to the 2023 Experience Surveys results and feedback:

- a) 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?
- b) What are the results and feedback you are most pleased with?
- c) What results and feedback concern you the most?
- d) Are there common themes across different communities in your portfolio?
- e) Are there common themes to the qualitative feedback?
- f) How do you plan to share the feedback with your staff?
- g) Are there suggestions for improvement in the qualitative feedback that you can act on?
- h) What is your plan, and timeline(s), to respond to the results and feedback?
- i) Are there some priority areas that you want to explore further and develop targeted action(s) for?

## Appendix 1: Experience Surveys: Summary of Participation

## Summary of Participation – Lodge Residents

| <b>Building Name</b>     | <b>Total<br/>Current<br/>Occupants</b> | <b>Number of<br/>Responses</b> | <b>Response<br/>Rate</b> |
|--------------------------|--|--------------------------------|--------------------------|
| Beverly Place            | 64                                     | <b>29</b>                      | <b>45%</b>               |
| Kiwanis Place            | 176                                    | <b>54</b>                      | <b>31%</b>               |
| McQueen Place            | 119                                    | <b>53</b>                      | <b>45%</b>               |
| Meadowlark Place         | 60                                     | <b>26</b>                      | <b>43%</b>               |
| Ottewell Manor           | 38                                     | <b>24</b>                      | <b>63%</b>               |
| Ottewell Place           | 117                                    | <b>58</b>                      | <b>50%</b>               |
| Pleasantview Place       | 56                                     | <b>35</b>                      | <b>63%</b>               |
| Queen Alexandra<br>Place | 57                                     | <b>25</b>                      | <b>44%</b>               |
| Rosslyn Place            | 119                                    | <b>56</b>                      | <b>47%</b>               |
| Virginia Place           | 60                                     | <b>22</b>                      | <b>37%</b>               |
| Sakaw Terrace            | 69                                     | <b>39</b>                      | <b>57%</b>               |
| <b>Global Total</b>      | <b>935</b>                             | <b>421</b>                     | <b>48%</b>               |

## Summary of Participation – Apartment Tenants

| Building Name               | Total Current Occupants | Number of Responses | Response Rate |
|-----------------------------|-------------------------|---------------------|---------------|
| Ansgar Villa                | 112                     | 45                  | 40%           |
| Avenwood Corner             | 63                      | 23                  | 37%           |
| Bateman Manor               | 50                      | 20                  | 40%           |
| Bethany Senior Citizen Home | 61                      | 9                   | 15%           |
| Britannia Gardens           | 61                      | 19                  | 31%           |
| Buchanan Manor <sup>1</sup> | 23                      | 1                   | 4%            |
| Canora Gardens              | 96                      | 36                  | 38%           |
| Cathedral Close             | 132                     | 43                  | 33%           |
| Central Manor               | 39                      | 15                  | 38%           |
| Gateway Manor               | 37                      | 13                  | 35%           |
| Grace Garden Court          | 32                      | 9                   | 28%           |
| Groat House                 | 50                      | 20                  | 40%           |
| Highland Place              | 66                      | 30                  | 45%           |
| Kiwanis Place               | 93                      | 30                  | 32%           |
| Knox-Met-Manor              | 76                      | 34                  | 45%           |
| Lauderdale Terrace          | 47                      | 18                  | 38%           |
| Londonderry Village         | 120                     | 38                  | 32%           |
| Montgomery Place            | 313                     | 101                 | 32%           |
| Mountwood                   | 52                      | 22                  | 42%           |
| Ottewell Terrace            | 63                      | 28                  | 44%           |
| Pleasantview Place          | 147                     | 60                  | 41%           |
| Porta Place                 | 74                      | 22                  | 30%           |

<sup>1</sup> No site level analysis of data provided because of low participation in the Survey at this Site

| Building Name         | Total Current Occupants | Number of Responses | Response Rate |
|-----------------------|-------------------------|---------------------|---------------|
| Ritchie Pioneer Place | 48                      | 19                  | 40%           |
| Rosslyn Place         | 50                      | 13                  | 26%           |
| Rosslyn Terrace       | 57                      | 24                  | 42%           |
| Sakaw Terrace         | 105                     | 48                  | 46%           |
| Strathcona Place      | 219                     | 66                  | 30%           |
| Trinity Hall          | 47                      | 25                  | 53%           |
| Trinity Lutheran      | 33                      | 19                  | 58%           |
| Virginia Park         | 134                     | 52                  | 39%           |
| Westlawn Courts       | 184                     | 73                  | 40%           |
| <b>Global Total</b>   | <b>2684</b>             | <b>975</b>          | <b>36%</b>    |

## Appendix 2: Survey Results

Resident 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 |
|--|---------------|---------------|---------------|------------------|----------------|----------------|--------------------|-----------------------|---------------|---------------|---------------|
| Staff Engagement   |               |               |               |                  |                |                |                    |                       |               |               |               |
| Do you feel respected by staff?  | 96%           | 81%           | 85%           | 96%              | 96%            | 96%            | 89%                | 92%                   | 88%           | 92%           | 82%           |
| Are you treated fairly by staff?   | 100%          | 80%           | 81%           | 96%              | 92%            | 91%            | 91%                | 92%                   | 93%           | 97%           | 90%           |
| Do you feel staff respect your privacy?  | 96%           | 78%           | 91%           | 100%             | 88%            | 96%            | 89%                | 92%                   | 89%           | 97%           | 95%           |
| Are you comfortable talking with staff about your concern(s)?  | 89%           | 65%           | 87%           | 88%              | 79%            | 95%            | 63%                | 78%                   | 78%           | 84%           | 82%           |
| Do you feel staff try to address your concern(s)?  | 74%           | 46%           | 74%           | 88%              | 67%            | 83%            | 61%                | 87%                   | 72%           | 82%           | 81%           |
| Do you feel staff try to keep residents informed about what is happening in the building?              | 52%           | 50%           | 68%           | 76%              | 79%            | 59%            | 64%                | 64%                   | 59%           | 84%           | 73%           |
| Do you feel you have a variety of ways to access information about what is happening in your building? | 59%           | 60%           | 70%           | 72%              | 71%            | 63%            | 73%                | 75%                   | 62%           | 86%           | 68%           |
| Do you find it easy to share your feedback with staff?   | 78%           | 58%           | 75%           | 91%              | 75%            | 77%            | 61%                | 64%                   | 69%           | 92%           | 70%           |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
| Dining   |               |               |               |                  |                |                |                    |                       |               |               |               |
| Are the meals provided usually tasty and appetizing?   | 52%           | 60%           | 63%           | 72%              | 83%            | 67%            | 75%                | 88%                   | 56%           | 71%           | 68%           |
| Are the meals provided healthy for you?  | 68%           | 69%           | 60%           | 80%              | 83%            | 79%            | 87%                | 88%                   | 59%           | 78%           | 73%           |
| Do you feel the meals provided meet your dietary needs?  | 56%           | 62%           | 63%           | 74%              | 88%            | 72%            | 77%                | 88%                   | 55%           | 83%           | 75%           |
| Is there enough variety in the meals offered to you?   | 75%           | 62%           | 65%           | 69%              | 67%            | 66%            | 74%                | 79%                   | 51%           | 66%           | 68%           |
| Are the dining staff friendly and courteous to you?  | 100%          | 89%           | 94%           | 100%             | 92%            | 91%            | 91%                | 92%                   | 89%           | 97%           | 95%           |
| Do you enjoy the dining experience?  | 75%           | 72%           | 84%           | 81%              | 83%            | 84%            | 83%                | 84%                   | 70%           | 89%           | 73%           |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |

|  | 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?  | 100%          | 85%           | 86%           | 88%              | 92%            | 89%            | 94%                | 96%                   | 91%           | 97%           | 81%           |
| Do you feel housekeeping staff respect your personal belongings?   | 96%           | 87%           | 82%           | 100%             | 92%            | 96%            | 91%                | 100%                  | 95%           | 100%          | 100%          |
| When you request additional supplies do you get them? e.g. bed linen, blankets, bed spread, towels, toilet paper | 100%          | 86%           | 100%          | 95%              | 94%            | 98%            | 87%                | 95%                   | 94%           | 100%          | 100%          |
| Do you know who to talk to if you need additional supplies?  | 85%           | 78%           | 84%           | 85%              | 91%            | 88%            | 70%                | 95%                   | 91%           | 95%           | 67%           |
| Are housekeeping staff friendly and courteous to you?  | 100%          | 87%           | 88%           | 96%              | 100%           | 98%            | 91%                | 100%                  | 96%           | 100%          | 95%           |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
| <b>Personal Safety &amp; Security</b>  |               |               |               |                  |                |                |                    |                       |               |               |               |
| Do you feel that this is a safe building?  | 83%           | 81%           | 82%           | 92%              | 88%            | 95%            | 94%                | 88%                   | 82%           | 92%           | 95%           |
| Do you feel safe living here?  | 90%           | 81%           | 80%           | 92%              | 92%            | 93%            | 91%                | 88%                   | 91%           | 86%           | 95%           |
| Do you feel safe in your unit?   | 100%          | 89%           | 84%           | 92%              | 92%            | 96%            | 94%                | 92%                   | 96%           | 95%           | 100%          |
| Do you feel that your personal belongings are safe in your unit?   | 93%           | 78%           | 73%           | 96%              | 83%            | 96%            | 94%                | 92%                   | 89%           | 95%           | 95%           |
| Do you know what to do in case of an emergency in your building?   | 86%           | 87%           | 91%           | 88%              | 92%            | 79%            | 88%                | 83%                   | 94%           | 97%           | 86%           |
| Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?                                | 90%           | 82%           | 81%           | 96%              | 92%            | 92%            | 93%                | 91%                   | 92%           | 100%          | 95%           |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
| <b>Building Maintenance</b>  |               |               |               |                  |                |                |                    |                       |               |               |               |



|  | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Manor | Ottewell Place | Pleasantview Place | Queen Alexandra Place | Rosslyn Place | Sakaw Terrace | Virginia Park |
|--|---------------|---------------|---------------|------------------|----------------|----------------|--------------------|-----------------------|---------------|---------------|---------------|
| Are you satisfied with the overall maintenance of the building you are living in?                        | 100%          | 75%           | 89%           | 96%              | 79%            | 98%            | 94%                | 92%                   | 96%           | 97%           | 100%          |
| Are you satisfied with the overall maintenance of the interior of the building you are living in?        | 100%          | 81%           | 92%           | 96%              | 79%            | 95%            | 91%                | 91%                   | 98%           | 100%          | 90%           |
| Are you satisfied with the overall maintenance of the exterior of the building you are living in?        | 93%           | 71%           | 88%           | 86%              | 92%            | 83%            | 94%                | 91%                   | 93%           | 94%           | 95%           |
| Is it easy for you to get maintenance done in your unit?   | 86%           | 73%           | 90%           | 95%              | 71%            | 83%            | 90%                | 82%                   | 94%           | 97%           | 88%           |
| Do you feel maintenance issues are responded to in a reasonable time during posted office hours?         | 96%           | 71%           | 89%           | 91%              | 76%            | 88%            | 83%                | 80%                   | 92%           | 95%           | 71%           |
| Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours? | 87%           | 67%           | 78%           | 95%              | 75%            | 85%            | 75%                | 71%                   | 87%           | 97%           | 73%           |
| Are you provided with proper notice by maintenance staff before they enter your unit?                    | 96%           | 90%           | 95%           | 96%              | 100%           | 93%            | 87%                | 90%                   | 98%           | 100%          | 94%           |
| Are the maintenance staff friendly and courteous when they are working in your unit?                     | 96%           | 90%           | 98%           | 100%             | 100%           | 100%           | 94%                | 100%                  | 98%           | 100%          | 95%           |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
|  |               |               |               |                  |                |                |                    |                       |               |               |               |
| <b>Recreation Activities</b>   |               |               |               |                  |                |                |                    |                       |               |               |               |
| Are you interested in the recreation programs being offered?   | 56%           | 57%           | 62%           | 56%              | 30%            | 60%            | 56%                | 57%                   | 55%           | 39%           | 50%           |
| Do you like the variety in recreation activities offered?  | 73%           | 63%           | 76%           | 85%              | 53%            | 68%            | 55%                | 76%                   | 66%           | 76%           | 65%           |
| Do you know what recreation activities are happening each day?   | 72%           | 80%           | 81%           | 83%              | 70%            | 72%            | 77%                | 95%                   | 78%           | 91%           | 82%           |
| Do you feel encouraged by staff to participate in the recreation activities?                             | 81%           | 65%           | 68%           | 86%              | 70%            | 57%            | 55%                | 73%                   | 41%           | 83%           | 72%           |
| Do you enjoy gathering and socializing with others?  | 59%           | 71%           | 73%           | 70%              | 55%            | 83%            | 66%                | 73%                   | 82%           | 56%           | 72%           |

|   | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Manor | Ottewell Place | Pleasantview Place | Queen Alexandra Place | Rosslyn Place | Sakaw Terrace | Virginia Park |
|---|---------------|---------------|---------------|------------------|----------------|----------------|--------------------|-----------------------|---------------|---------------|---------------|
| <b>Recreation Activities Continued</b>  |               |               |               |                  |                |                |                    |                       |               |               |               |
| Do you think participating in the recreation activities provided improves your quality of life?   | 77%           | 78%           | 77%           | 81%              | 79%            | 74%            | 77%                | 82%                   | 75%           | 48%           | 76%           |
| Do you think staff make reasonable efforts to make you feel welcomed to participate in the different activities within your building?   | 92%           | 78%           | 85%           | 100%             | 95%            | 80%            | 68%                | 100%                  | 67%           | 100%          | 94%           |
| Do you feel welcome to participate in recreation activities by the other residents?   | 88%           | 61%           | 85%           | 91%              | 68%            | 81%            | 66%                | 82%                   | 72%           | 76%           | 78%           |
| Do you want more special events that includes family participation?   | 50%           | 45%           | 24%           | 53%              | 14%            | 33%            | 52%                | 44%                   | 43%           | 29%           | 31%           |
| Do you feel respected by the volunteers who support the Recreation activities?  | 90%           | 76%           | 91%           | 94%              | 94%            | 97%            | 79%                | 94%                   | 93%           | 79%           | 100%          |
| Are you told about volunteer opportunities available to you here?   | 68%           | 40%           | 71%           | 65%              | 42%            | 40%            | 42%                | 63%                   | 55%           | 66%           | 67%           |
| 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? | 95%           | 63%           | 75%           | 81%              | 79%            | 75%            | 60%                | 88%                   | 69%           | 91%           | 100%          |
| Do you receive the monthly activity calendar and site newsletter?   | 92%           | 91%           | 98%           | 96%              | 95%            | 89%            | 97%                | 100%                  | 95%           | 92%           | 100%          |
| Do you find the month activity calendar and site newsletter useful?   | 81%           | 80%           | 93%           | 91%              | 84%            | 93%            | 91%                | 95%                   | 89%           | 84%           | 89%           |
| Are you encouraged to provide feedback on activities?   | 70%           | 63%           | 80%           | 85%              | 32%            | 67%            | 41%                | 76%                   | 63%           | 81%           | 63%           |

Tenant Experience Survey

|  | Ansgar Villa | Avenwood Corner | Bateman Manor | Bethany Homes | Britannia Gardens | Canora Gardens | Cathedral Close | Central Manor | Gateway Manor | Grace Garden Court | Groat House | Highland Place | Kiwanis Place | Knox-Met Manor | Lauderdale Terrace | Londonderry Village | Montgomery Place | Mountwood | Ottewell Terrace | Pleasantview Place | Porta Place | Ritchie Pioneer Place | Rossllyn Place | Rossllyn Terrace | Sakaw Terrace | Strathcona Place | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn Courts |
|--|--------------|-----------------|---------------|---------------|-------------------|----------------|-----------------|---------------|---------------|--------------------|-------------|----------------|---------------|----------------|--------------------|---------------------|------------------|-----------|------------------|--------------------|-------------|-----------------------|----------------|------------------|---------------|------------------|--------------|------------------|---------------|-----------------|
| Staff Engagement   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Do you feel respected by staff?  | 96%          | 90%             | 100%          | 78%           | 94%               | 78%            | 93%             | 93%           | 92%           | 78%                | 95%         | 86%            | 80%           | 97%            | 88%                | 80%                 | 84%              | 86%       | 93%              | 81%                | 86%         | 84%                   | 92%            | 100%             | 98%           | 92%              | 92%          | 94%              | 88%           | 81%             |
| Are you treated fairly by staff?   | 98%          | 90%             | 100%          | 78%           | 89%               | 70%            | 90%             | 100%          | 100%          | 100%               | 95%         | 86%            | 83%           | 94%            | 88%                | 84%                 | 86%              | 77%       | 93%              | 81%                | 82%         | 84%                   | 92%            | 100%             | 100%          | 94%              | 88%          | 94%              | 88%           | 85%             |
| Do you feel staff respect your privacy?  | 98%          | 91%             | 95%           | 89%           | 89%               | 88%            | 88%             | 100%          | 92%           | 89%                | 95%         | 85%            | 77%           | 100%           | 94%                | 92%                 | 93%              | 82%       | 92%              | 86%                | 90%         | 89%                   | 92%            | 96%              | 96%           | 84%              | 92%          | 84%              | 94%           | 91%             |
| Are you comfortable talking with staff about your concern(s)?  | 95%          | 86%             | 72%           | 67%           | 72%               | 64%            | 88%             | 93%           | 92%           | 89%                | 74%         | 82%            | 70%           | 94%            | 88%                | 78%                 | 74%              | 68%       | 77%              | 64%                | 77%         | 79%                   | 92%            | 100%             | 92%           | 82%              | 76%          | 78%              | 80%           | 78%             |
| Do you feel staff try to address your concern(s)?  | 93%          | 84%             | 83%           | 56%           | 65%               | 61%            | 80%             | 93%           | 77%           | 89%                | 60%         | 82%            | 67%           | 90%            | 63%                | 66%                 | 72%              | 73%       | 69%              | 68%                | 71%         | 79%                   | 62%            | 78%              | 79%           | 79%              | 79%          | 78%              | 67%           | 68%             |
| Do you feel staff try to keep residents informed about what is happening in the building?              | 89%          | 75%             | 76%           | 75%           | 56%               | 64%            | 80%             | 93%           | 54%           | 67%                | 45%         | 71%            | 60%           | 90%            | 67%                | 66%                 | 79%              | 64%       | 74%              | 69%                | 76%         | 63%                   | 69%            | 70%              | 92%           | 73%              | 80%          | 68%              | 56%           | 66%             |
| Do you feel you have a variety of ways to access information about what is happening in your building? | 84%          | 70%             | 72%           | 75%           | 44%               | 64%            | 75%             | 87%           | 46%           | 67%                | 42%         | 48%            | 67%           | 84%            | 60%                | 65%                 | 72%              | 59%       | 46%              | 53%                | 63%         | 63%                   | 54%            | 70%              | 89%           | 70%              | 67%          | 63%              | 56%           | 54%             |
| Do you find it easy to share your feedback with staff?   | 91%          | 90%             | 82%           | 75%           | 65%               | 56%            | 80%             | 93%           | 62%           | 56%                | 72%         | 71%            | 53%           | 87%            | 75%                | 56%                 | 58%              | 52%       | 65%              | 57%                | 75%         | 68%                   | 85%            | 79%              | 85%           | 81%              | 75%          | 74%              | 62%           | 63%             |
|  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
|  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Personal Safety & Security   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Do you feel that this is a safe building?  | 87%          | 77%             | 90%           | 67%           | 68%               | 86%            | 84%             | 73%           | 92%           | 100%               | 55%         | 80%            | 80%           | 82%            | 82%                | 84%                 | 81%              | 55%       | 89%              | 83%                | 86%         | 84%                   | 92%            | 96%              | 79%           | 88%              | 92%          | 89%              | 76%           | 69%             |
| Do you feel safe living here?  | 89%          | 77%             | 90%           | 67%           | 89%               | 83%            | 86%             | 86%           | 92%           | 100%               | 80%         | 80%            | 87%           | 85%            | 82%                | 84%                 | 85%              | 59%       | 96%              | 84%                | 91%         | 89%                   | 92%            | 100%             | 90%           | 92%              | 92%          | 89%              | 80%           | 69%             |
| Do you feel safe in your unit?   | 91%          | 82%             | 95%           | 78%           | 89%               | 94%            | 95%             | 87%           | 100%          | 100%               | 95%         | 93%            | 93%           | 94%            | 82%                | 92%                 | 93%              | 81%       | 96%              | 91%                | 95%         | 95%                   | 92%            | 100%             | 96%           | 92%              | 92%          | 100%             | 90%           | 94%             |
| Do you feel that your personal belongings are safe in your unit?                                       | 93%          | 77%             | 95%           | 100%          | 89%               | 92%            | 95%             | 87%           | 92%           | 100%               | 100%        | 97%            | 72%           | 97%            | 82%                | 84%                 | 90%              | 81%       | 96%              | 90%                | 91%         | 95%                   | 92%            | 100%             | 96%           | 88%              | 88%          | 100%             | 96%           | 94%             |
| Do you know what to do in case of an emergency in your building?                                       | 98%          | 86%             | 100%          | 100%          | 94%               | 97%            | 98%             | 100%          | 100%          | 100%               | 100%        | 90%            | 90%           | 97%            | 94%                | 97%                 | 95%              | 68%       | 85%              | 95%                | 95%         | 95%                   | 100%           | 92%              | 100%          | 94%              | 96%          | 100%             | 94%           | 94%             |
| Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?                      | 84%          | 81%             | 100%          | 78%           | 68%               | 91%            | 88%             | 87%           | 92%           | 100%               | 60%         | 87%            | 80%           | 88%            | 76%                | 76%                 | 86%              | 68%       | 85%              | 81%                | 77%         | 94%                   | 77%            | 96%              | 90%           | 86%              | 88%          | 89%              | 76%           | 68%             |
|  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
|  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Building Maintenance   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Are you satisfied with the overall maintenance of the building you are living in?                      | 88%          | 82%             | 100%          | 75%           | 78%               | 83%            | 88%             | 80%           | 85%           | 89%                | 65%         | 83%            | 79%           | 100%           | 82%                | 65%                 | 83%              | 64%       | 77%              | 84%                | 76%         | 68%                   | 77%            | 88%              | 94%           | 88%              | 96%          | 89%              | 78%           | 72%             |
|  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |

|   | Ansgar Villa | Avenwood Corner | Bateman Manor | Bethany Homes | Britannia Gardens | Canora Gardens | Cathedral Close | Central Manor | Gateway Manor | Grace Garden Court | Groat House | Highland Place | Kiwanis Place | Knox-Met Manor | Lauderdale Terrace | Londonderry Village | Montgomery Place | Mountwood | Ottewell Terrace | Pleasantview Place | Porta Place | Ritchie Pioneer Place | Rossllyn Place | Rossllyn Terrace | Sakaw Terrace | Strathcona Place | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn Courts |
|---|--------------|-----------------|---------------|---------------|-------------------|----------------|-----------------|---------------|---------------|--------------------|-------------|----------------|---------------|----------------|--------------------|---------------------|------------------|-----------|------------------|--------------------|-------------|-----------------------|----------------|------------------|---------------|------------------|--------------|------------------|---------------|-----------------|
| Building Maintenance Cont'd   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Are you satisfied with the overall maintenance of the interior of the building you are living in?             | 83%          | 91%             | 100%          | 75%           | 78%               | 89%            | 93%             | 73%           | 85%           | 89%                | 70%         | 83%            | 83%           | 97%            | 81%                | 70%                 | 82%              | 64%       | 86%              | 86%                | 81%         | 68%                   | 77%            | 88%              | 92%           | 89%              | 96%          | 84%              | 84%           | 71%             |
| Are you satisfied with the overall maintenance of the exterior of the building you are living in?             | 83%          | 76%             | 84%           | 75%           | 83%               | 81%            | 88%             | 67%           | 85%           | 56%                | 60%         | 80%            | 90%           | 94%            | 56%                | 68%                 | 87%              | 59%       | 72%              | 82%                | 76%         | 83%                   | 77%            | 83%              | 79%           | 88%              | 82%          | 94%              | 82%           | 66%             |
| Is it easy for you to get maintenance done in your unit?  | 98%          | 85%             | 94%           | 56%           | 63%               | 85%            | 93%             | 80%           | 92%           | 89%                | 80%         | 79%            | 69%           | 94%            | 56%                | 68%                 | 78%              | 76%       | 64%              | 89%                | 75%         | 53%                   | 92%            | 95%              | 89%           | 85%              | 95%          | 94%              | 69%           | 75%             |
| Do you feel maintenance issues are responded to in a reasonable time during posted office hours?              | 95%          | 84%             | 88%           | 50%           | 63%               | 79%            | 91%             | 87%           | 85%           | 89%                | 90%         | 77%            | 75%           | 90%            | 75%                | 68%                 | 76%              | 71%       | 56%              | 89%                | 74%         | 47%                   | 92%            | 95%              | 94%           | 83%              | 100%         | 94%              | 68%           | 74%             |
| Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?      | 81%          | 82%             | 88%           | 50%           | 67%               | 80%            | 92%             | 93%           | 77%           | 78%                | 84%         | 72%            | 75%           | 93%            | 63%                | 58%                 | 71%              | 71%       | 55%              | 82%                | 79%         | 63%                   | 83%            | 100%             | 88%           | 78%              | 90%          | 94%              | 77%           | 76%             |
| Are you provided with proper notice by maintenance staff before they enter your unit?                         | 100%         | 95%             | 100%          | 100%          | 89%               | 94%            | 95%             | 87%           | 100%          | 89%                | 85%         | 87%            | 83%           | 100%           | 94%                | 92%                 | 98%              | 91%       | 89%              | 89%                | 95%         | 79%                   | 92%            | 96%              | 100%          | 86%              | 100%         | 95%              | 90%           | 94%             |
| Are the maintenance staff friendly and courteous when they are working in your unit?                          | 100%         | 95%             | 100%          | 67%           | 89%               | 100%           | 95%             | 100%          | 100%          | 100%               | 89%         | 87%            | 82%           | 100%           | 88%                | 95%                 | 95%              | 90%       | 89%              | 98%                | 90%         | 74%                   | 92%            | 100%             | 96%           | 100%             | 100%         | 95%              | 96%           | 100%            |
|   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
|   |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Socialization Activities  |              |                 |               |               |                   |                |                 |               |               |                    |             |                |               |                |                    |                     |                  |           |                  |                    |             |                       |                |                  |               |                  |              |                  |               |                 |
| Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities? | 77%          | 83%             | 89%           | 75%           | 72%               | 74%            | 78%             | 86%           | 67%           | 67%                | 59%         | 52%            | 71%           | 63%            | 36%                | 66%                 | 78%              | 53%       | 83%              | 76%                | 81%         | 53%                   | 62%            | 59%              | 91%           | 77%              | 79%          | 63%              | 64%           | 56%             |
| Are you able to live your life as you want to?  | 93%          | 90%             | 100%          | 78%           | 89%               | 86%            | 78%             | 79%           | 85%           | 89%                | 90%         | 83%            | 83%           | 88%            | 87%                | 89%                 | 81%              | 71%       | 89%              | 88%                | 86%         | 79%                   | 92%            | 96%              | 87%           | 86%              | 84%          | 78%              | 90%           | 80%             |
| Do you feel welcomed to participate in social activites in the building with other tenants?                   | 86%          | 84%             | 78%           | 63%           | 67%               | 88%            | 78%             | 86%           | 69%           | 89%                | 70%         | 66%            | 60%           | 88%            | 64%                | 82%                 | 74%              | 50%       | 86%              | 83%                | 82%         | 74%                   | 77%            | 87%              | 87%           | 70%              | 88%          | 82%              | 77%           | 69%             |
| Are you made aware of available volunteer activities in your community?                                       | 66%          | 70%             | 82%           | 63%           | 44%               | 82%            | 64%             | 83%           | 54%           | 56%                | 65%         | 41%            | 59%           | 75%            | 40%                | 61%                 | 67%              | 60%       | 67%              | 80%                | 64%         | 47%                   | 54%            | 82%              | 89%           | 70%              | 72%          | 67%              | 57%           | 56%             |