

2023 Client Experience Survey Summary

December 2023



The annual Client Experience Survey provides an opportunity for GEF Seniors Housing to engage Lodge residents and their families and Apartment tenants about their experiences with our housing and support services. The Client Experience Survey was distributed to 935 Lodge clients and 2,684 Apartment tenants.

Why is the Client Experience Survey Important?

This annual survey is important for us as it provides a means for us to understand our clients and their families' experiences with key business areas, identify opportunities for improvement, and highlight areas we are doing well in.

From previous surveys, GEF has:

- Implemented initiatives to support clients' choice and needs for our Food Services/ Dining Program.
- Revised our Activity and Wellness Program to support clients' diverse needs for engagement opportunities.
- Incorporating our Quality of Life Philosophy into all areas of staff training, accountabilities, and evaluations.

- Incorporating your feedback on the Mission, Vision and Values into our new statements.

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?

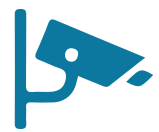
Each year, we asked you to rate our housing services, our communication, and your GEF community and its general environment. We asked about:



Staff Engagement



Building Maintenance



Personal Safety and Security



Recreation/ Socialization Activities



Housekeeping Services



Dining Services



Perceptions of Personal Wellbeing



Demographic Information

About the Survey Respondents

421 (48%) Lodge residents, **975 (36%)** Apartment tenants, and **122** families completed the survey.

70% of the respondents were **female**.



70% of Lodge residents and Apartment tenants feel that staff try to keep them informed about what is happening in the building.

Approx. **50%** Lodge residents and Apartment tenants who responded have lived with us between **1-5 years**.

The majority of Lodge respondents were **76-85 years of age**. In the Apartments, the majority were **66-75 years of age**.

84% of Lodge residents' families say they **would recommend** a family member or friend to live in a GEF community.

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

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

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



"I have concerns about the smoking."

"There could be more activities."

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

Overall Satisfaction Across the Six Domains



Staff
Engagement
80%

1



Building
Maintenance
86%

2



Personal
Safety and
Security
89%

3



Recreation /
Socialization
Activities
72%

4



Housekeeping
Services
92%

5



Dining
Services
73%

6



What we heard from Apartment tenants (Domains 1-4)

- **70%** report that they find it easy to share their feedback with staff.
- **95%** report that they know what to do in an emergency.
- **78%** report that they feel maintenance issues are responded to in a reasonable time outside of posted office hours.
- **77%** feel welcomed to participate in social activities in their building.

Key Finding

Apartment tenants report that they feel safe in the buildings and appreciate that their buildings are well maintained; however, there are concerns regarding how staff communicated.

Key Finding

Families reported that they liked the buildings and staff were pleasant and welcoming; however, they had concerns about the food services and recreation activities being offered in the Lodges.



What we heard from Lodge residents (Domains 1-6)

- **91%** feel staff respect their privacy.
- **69%** report that the meals provided are usually tasty and appetizing.
- **95%** report that housekeeping staff are friendly and courteous.
- **93%** report feeling safe in their unit.
- **54%** report that they are interested in the recreation programs offered.

Key Finding

While Lodge residents report that they feel safe in the buildings and that staff are friendly and courteous, there is further work that needs to be done in the food services and recreation areas to improve on the service to clients.



What we heard from Lodge residents' families (Domains 1-6)

- **55%** feel that their family member enjoys the dining experience.
- **90%** trust the staff.
- **93%** report that their family member feels safe in the building in which they live.
- **88%** report that the building in which their family member lives is pleasant and welcoming to visit.
- **52%** feel that the activities offered are enjoyed by their family member.

Overall Satisfaction



For 2023, GEF received an overall satisfaction score of 81%.

Overall client **satisfaction** has **remained fairly constant** over the four (4) years of the surveys.

Within the domains of Housekeeping, Safety and Security, and Building Maintenance, the organization continues to **score above 85% each year.**

Actions for Improvement

We are sharing the results and data from the survey with the Leadership 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 their 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:

- Work with Managers to ensure that there is consistent communication with clients.

- Implement customer service training for staff to improve service delivery.
- Establish regular food service meetings with residents to review menus and ensure that residents understand their options.
- Continue to work with resident and tenant groups to develop recreation/ socialization activities that are meaningful to them.

Thank you to everyone who took the time to complete a 2023 Resident, Tenant, or Family Experience Survey. Please continue to provide your feedback throughout 2024. If you have any questions about the survey, please contact your Portfolio Leadership Team.

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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