

2024 Annual Experience Survey Report



Seniors
Housing



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Introduction

Each year at GEF Seniors Housing we conduct our annual Client Experience Surveys, through which we learn from clients and families their experiences interacting with key business areas and staff. This feedback is essential to guide improvements to our program and service delivery, ensuring that they are meeting clients' needs. To this end, client feedback guides GEF work in the following ways:-

1. Supports quality planning for programs and services.
2. Provides objective data that reflects clients' current perceptions and helps us to be accountable to internal and external stakeholders.
3. Provides evidence to inform planning and growth opportunities in key business areas.

Since the implementation of the annual survey in Summer 2020, GEF has established a robust baseline for client engagement and have implemented several initiatives aimed at improving both service delivery and engagement that have targeted client engagement, food services and communication.

Each year GEF collects data on the following:

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

Changes to the 2024 Surveys

As part of the annual survey process, the data collection team is polled on their perception on the ease and clarity of the survey for residents and tenants. GEF also collects feedback from clients on their experience doing the survey to understand if the questions target their interactions with the organization. The feedback from the data collection team, as well as residents and tenants, provides the opportunity for understanding the context in which the surveys are delivered each year as well as gathering clients' perceptions of what is working well will guide future survey efforts. Based on feedback gathered over the first four years of the surveys, this year GEF has made

changes to the surveys to ensure increased accessibility and user friendliness. Feedback received across multiple years include:

- The survey was felt to be lengthy, and clients often expressed survey fatigue.
- The section on Perceptions of Wellbeing felt intrusive for some clients and was felt to be inappropriately placed on the survey that focused primarily on key business areas of the organization.
- Clients often struggled with the number of response categories.
- Client reported that they sometimes did not understand the questions posed.
- Clients who were “happy” with programs and services were often not willing to complete a survey as they felt that this was something for people who had something to complain about.

In response to these challenges, this year GEF made the following amendments to the surveys:

1. Questions were changed to statements.
2. The number of response categories were reduced to four from five.
3. Remove the section on Perceptions of Wellbeing.
4. Changed “Recreation Activities” to “Activity and Wellness” to align with how this is referenced in the communities.
5. Changed “Dining” to “Food Services” to align with how this is referenced in the communities.
6. On the Family and Friend survey, we moved to more inclusive language and changed from solely referencing “family member” and now we refer to “family member/friend”.
7. There were questions that were removed from each survey, most notably the “Recreation Activities” section on the Lodge survey.

For a complete list of changes to the surveys see **Appendix 1**

Methods

957 - Total Number of Lodge clients eligible to participate in the surveys

2764 - Total Number of Apartment clients eligible to participate in the surveys

441 - Families of Lodge residents invited to participate in the survey

The 2024 surveys were available for completion between July 16 and August 16, 2024. 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. To continue to address language barriers this year, the surveys were translated to Russian, Spanish, Cantonese, Italian, Ukrainian, Polish, Arabic, Romainian, Korean, Mandarin, and French. 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 current clients 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 and 34% of Apartment tenants responded to the surveys. Each year we target an overall participation rate of 50% across the organization. However, the current participation rate of 37%, while below our desired target, does represent a statistically relevant sample of the client population.

1394 - Total Number of Lodge and Apartment respondents

37% - Overall response rate

109 - Families/Friends of Lodge residents responded to the survey

Questions were answered on a four-point answer scale. For the purpose of analysis, the questions that were answered with “Often” and “Sometimes” were combined and counted as a Positive response. Questions that were answered with “Rarely” and “Unsure” were combined and counted as a Negative response. Below are the domains that were the focus of each Experience Survey.

2024 Survey Domains



Staff
Engagement^{1,2,3}



Dining
Services^{1,3}



Housekeeping
Services¹



Building
Maintenance^{1,2,3}



Personal Safety
& Security^{1,2,3}



- Activity & Wellness
- Socialization Activities^{1,2,3}



Demographic
Information^{1,2,3}

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

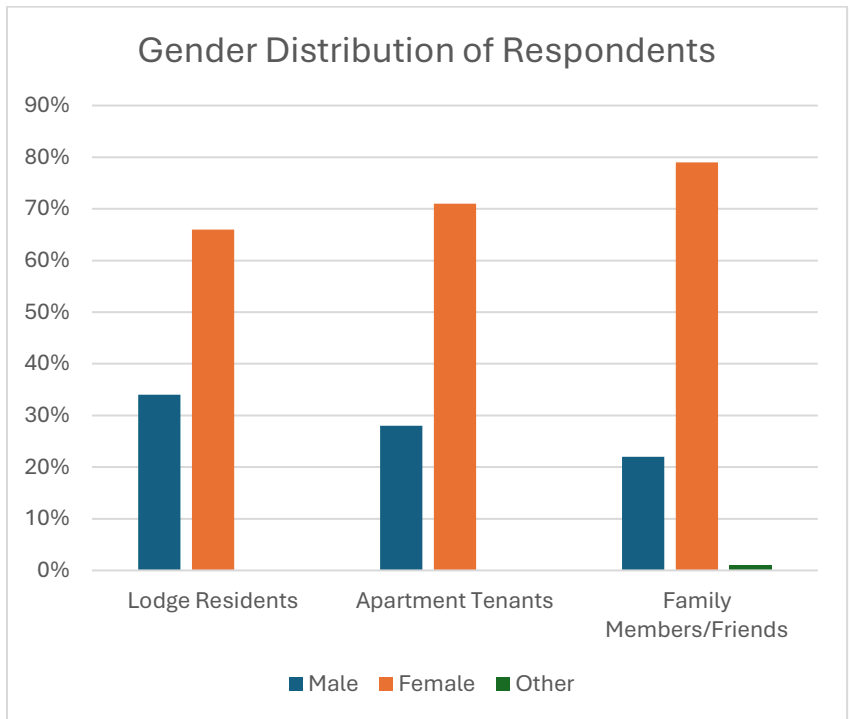
This year, a total of 1,394 clients responded to the surveys. This is approximately the same as the number of that responded to the surveys in 2023. Lodge residents’ participation overall remained unchanged from 2023 while we saw a 2% decline in the participation of Apartment tenants over the 2023 rate. Overall, the participation in the surveys have remained largely unchanged across the different client groups over the years. There are many factors that could be driving this including

survey fatigue. Anecdotally, clients have indicated that they do not see the need to participate as they are satisfied with their interface with the organization and have equated completing the surveys to complaining. We continue to work with the Portfolio Leadership teams on ways to help clients understand the importance of their feedback.

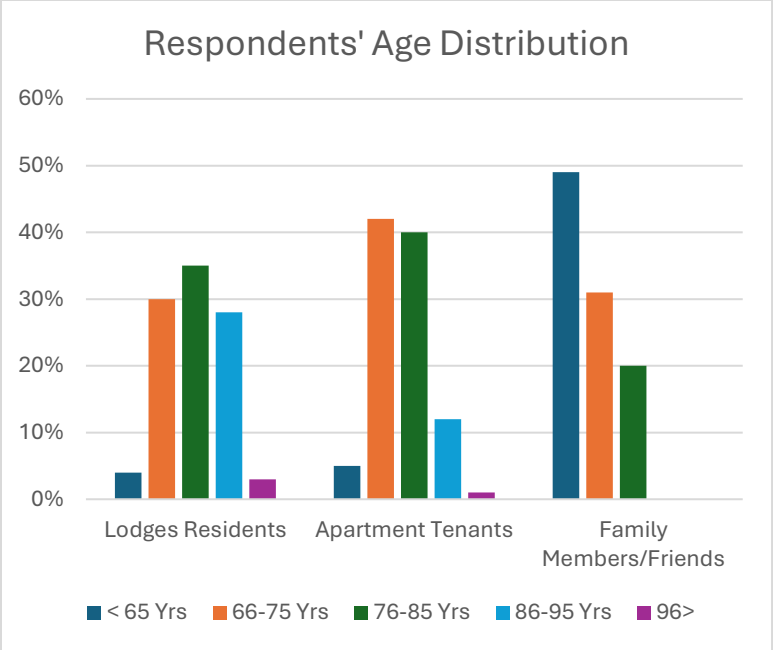
	Participation Rate	
	2024	2023
Lodge	48%	48%
Apartment	34%	36%

Families/Friends Participating in the Surveys:
 2024 - 109 Families/Friends
 2023 - 122 Families

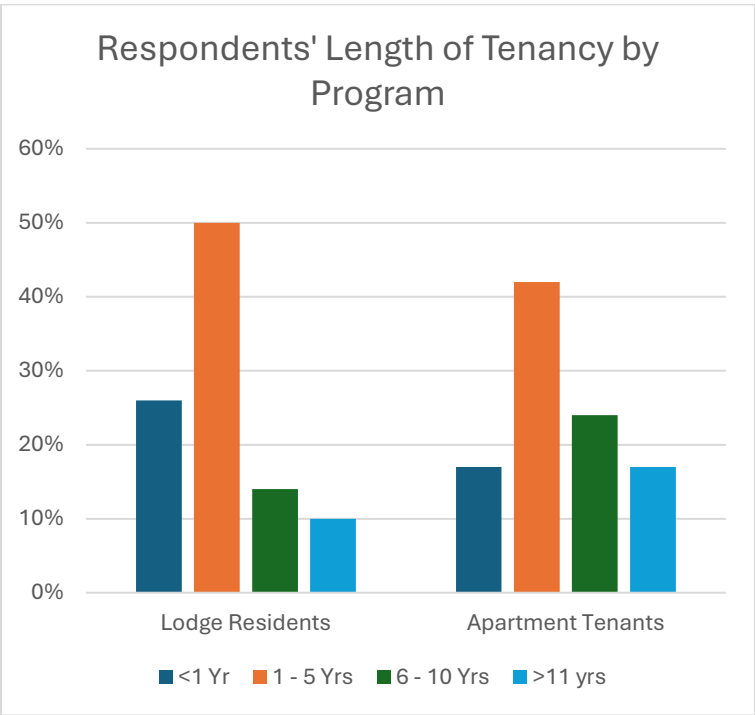
Respondent Characteristics



63% of Family/Friend respondents are children of a lodge residents, while **14%** were the sibling of a resident.



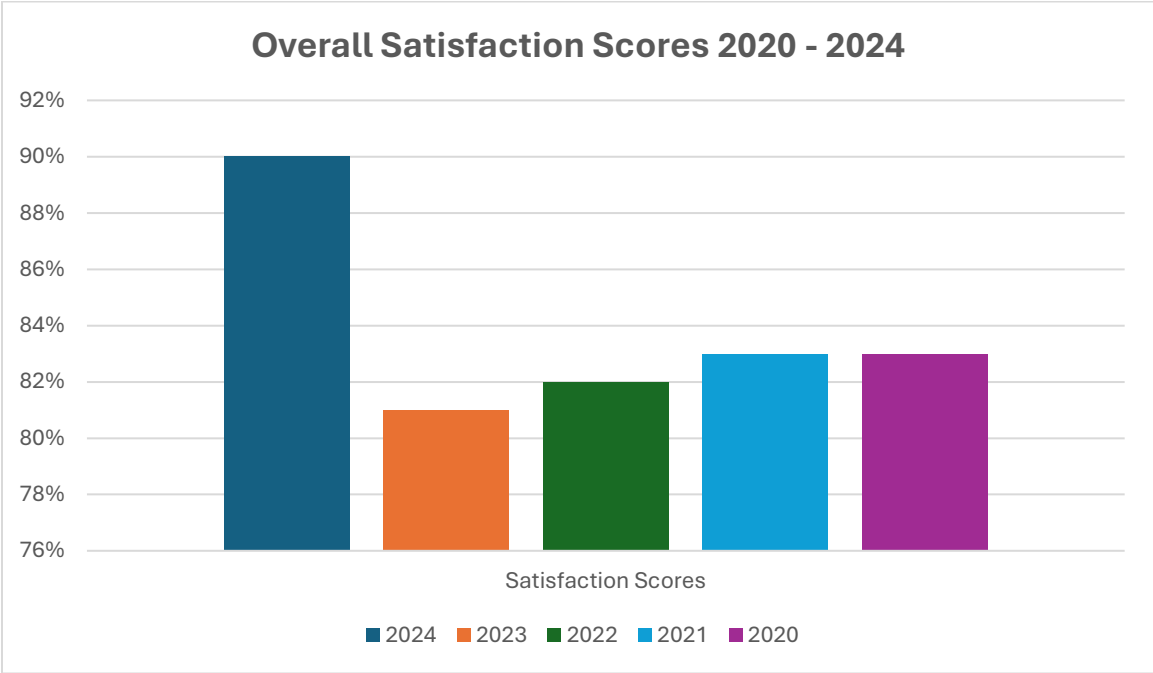
79% of respondents would recommend a family member or friend to live in a GEF Community.



81% of Family/Friend respondents felt GEF does a good job of keeping them informed about what is going on.

The Results

Overall satisfaction is determined from weighted the averages across the surveys. This year GEF has seen an increase in the expressed satisfaction across all surveys. Annually we target a minimum satisfaction score of 85%. This year we have achieved and surpassed this score attaining a score of **90%**. The scores from each domain and by portfolio continue provide opportunities for service improvement and ensure that clients' experiences as they interface with key business areas, are consistent and GEF is meeting their needs.



Over the first four years of the survey the expressed satisfaction was fairly consistent. The increase experienced this year could be attributed to the streamlining of key business processes to ensure consistent delivery to clients as well as changes that have made in key business areas such as food services in the lodges.

Table 1: Expressed Satisfaction Scores by Survey Domains

	Resident	Tenant	Families
Staff Engagement	87%	91%	93%
Dining	88%	-	85%
Housekeeping	86%	-	-
Safety & Security	92%	93%	94%
Building Maintenance	85%	91%	96%
Activity & Wellness	77%	74%	76%

Resident Experience Survey

On 5 of the 6 domains on the Resident’s Survey, the organization achieved at or above an 85% satisfaction rating. Of note is the Dining domain that increase by 12% points over the 2023 score.

Two areas, Building Maintenance and Housekeeping, which were domains that historically has high scores decreased each by more than 5% this year.

Table 2: Resident Experience Survey Scores by Domains 2020 - 2022

	2024	2023	2022	2021	2020
Staff Engagement	87%	79%	79%	79%	84%
Dining	88%	75%	73%	75%	77%
Housekeeping	86%	92%	93%	93%	94%
Safety & Security	92%	89%	92%	94%	95%
Building Maintenance	85%	90%	89%	91%	94%
Activity & Wellness	77%	72%	67%	69%	75%

What We Heard

- **96%** of Residents feel respected by staff
- **98%** of Residents find the food services staff friendly and courteous
- **95%** of Residents felt their building is safe

"If the materials are not on site, they let me know that the task will be done as soon as they can."

"My son in law and daughter plan to move to a GEF unit when they retire. They are very happy that I live here."

Tenant Experience Survey

Apartment Tenants expressed a high level of satisfaction with GEF across all the domains except the Activity and Wellness domain. Regardless, when compared to previous years, tenants are reporting and improved satisfaction with the organisation.

Table 3: Tenant Experience Survey Scores by Domains 2020 - 2022

	2024	2023	2022	2021	2020
Staff Engagement	91%	79%	80%	80%	78%
Safety & Security	93%	88%	89%	91%	91%
Building Maintenance	91%	84%	86%	87%	87%
Activity & Wellness	74%	75%	79%	76%	76%

What We Heard

- **96%** of Tenants feel staff respect their privacy.
- **97%** of Tenants feel safe in their unit
- **95%** of Tenants report that they are provided with proper notice before maintenance staff enter their unit

"I feel the staff is very professional, perform their duties with care and have protected my privacy under difficult circumstance which I appreciate."

"Notices to be posted in the elevator needs to be LARGER PRINT."

Residents' Family/Friend Experience Survey

Like in previous year the scores on the Residents' Family/Friend Experience Survey draws many parallels to the Resident Experience Survey results. Similar to the Resident Experience Survey, the Dining domain saw a significant increase in the rating, going up by 21%. There was also improved a score on the Activity and Wellness domain which increased over the 2023 score.

What We Heard

- **98%** of Families/Friends feel welcome and respected by staff
- **96%** of Families/Friends report the resident feel safe in the building
- **96%** of Families/Friends find the Lodges pleasant and welcoming to visit

Table 4: Residents' Family/Friend Experience Survey by Domain 2020 - 2024

	2024	2023	2022	2021	2020
Staff Engagement	93%	86%	88%	86%	89%
Dining	85%	64%	60%	60%	67%
Safety & Security	94%	92%	89%	91%	96%
Building Maintenance	96%	92%	88%	88%	94%
Activity & Wellness	76%	50%	46%	45%	51%

"The staff at McQueen lodge are amazing people. Very warm and caring and kind. They are the number one reason I moved my mom to McQueen. I'd like to see a day where family is invited to have cake to recognize the hardworking staff of McQueen. They always go above and beyond! And always care for each resident with dignity and respect!"

Summary

Following four year of implementation the 2024 Client Experience Surveys saw a revision in questions and our approach to data collection. Notwithstanding the survey and data collection methods continue to ensure accessibility and remains statistically representative of the population of clients served by GEF. While the scores this year shows that we have made considerable strides in key business areas, as we work to ensure that these gains are not eroded, as we continue to improve our programming and service delivery.

The results, together with the qualitative data, will be shared with the portfolio leadership teams to help inform their Portfolio Operational Plans. Additionally, in order to sustain the gains made across several of the domains of the surveys, over the next year, the following remain key areas of focus:

- i. Staff Engagement
 - Continue to work with managers to ensure clear consistent communication on expected levels of service delivery.
 - Implement customer service training for all staff across all portfolios.
 - Continue to provide education to staff about the changing client demographic and provide appropriate resources and tools to support staff in their work with our clients.

ii. Food Services

- Continue to replace/upgrade kitchen equipment.
- Continue to provide leadership to the chefs to ensure that they have the necessary skills and training to support the transitions in the food services program.
- Continue to have regular meetings with residents as the standard to review menus to ensure that residents know their options, notwithstanding any food preferences, food restrictions or food allergies.

iii. Housekeeping

- Continue the review of the housekeeping service to identify efficiencies.

iv. Activity & Wellness

- Continue to increase volunteer support of programming.
- Continue to provide diverse engagement activities to meet the changing needs of clients.
- Continue to work with tenants in the Apartment program to determine their engagement needs and how GEF can support these.

Appendices

Appendix 1: Changes to 2024 Client Engagement Surveys

Overview

As we enter the 5th year of the Annual Client Experience Survey some modifications have been made to the survey in response to feedback from clients, staff and students. Some changes in language have also been implemented in alignment with service areas that have undergone change throughout the years.

Response Categories

2020-2023

Always	Often	Sometimes	Seldom	Never
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2024 (this change impacts all 3 surveys)

Often	Sometimes	Rarely	Unsure
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Lodge Survey

Staff Engagement Section

2021 - 2023	2024
Do you feel respected by staff?	I feel respected by staff.
Are you treated fairly by staff?	I feel I am treated fairly by staff.
Do you feel staff respect your privacy?	I feel staff respect my privacy.
Are you comfortable talking with staff about your concern(s)?	I feel comfortable talking with staff about my concern(s).
Do you feel staff try to address your concern(s)?	I feel staff try to address my concern(s).
Do you feel staff try to keep residents informed about what is happening in the building?	I feel staff try to keep me informed about what is happening in the building.
Do you feel you have a variety of ways to access information about what is happening in your building?	I feel I have a variety of ways to access information about what is happening in the building.
Do you find it easy to share your feedback with staff?	I feel staff are available to hear my feedback.

Dining Section – Section changed to Food Service

2021 - 2023	2024
Are the meals provided usually tasty and appetizing?	The meals provided are tasty and appetizing.
Are the meals provided healthy for you?	The meals provided are healthy.
Do you feel the meals provided meet your dietary needs?	The meals provided meet my dietary needs.
Is there enough variety in the meals offered to you?	There is a variety of options offered to me at meal times.

Are the dining staff friendly and courteous to you?	The food service staff are friendly and courteous.
Do you enjoy the dining experience?	The dining experience is enjoyable.

Housekeeping

2021 - 2023	2024
Are you satisfied with your weekly housekeeping services?	I am satisfied with my weekly housekeeping services.
Do you feel housekeeping staff respect your personal belongings?	I feel housekeeping staff respect my personal belongings.
When you request additional supplies, do you get them? <i>e.g. bed linen, blankets, bed spread, towels, toilet paper</i>	I get additional supplies whenever I request them. <i>e.g. bed linen, blankets, bed spread, towels, toilet paper</i>
Do you know who to talk to if you need additional supplies?	I know where to go for additional supplies if I need them.
Are housekeeping staff friendly and courteous to you?	The housekeeping staff are friendly and courteous.
Are you satisfied with your weekly housekeeping services?	I am satisfied with my weekly housekeeping services.

Personal Safety & Security

2021 - 2023	2024
Do you feel like this is a safe building?	I feel like this is a safe building.
Do you feel safe living here?	Removed
Do you feel safe in your unit?	I feel safe in my unit.
Do you feel that your personal belongings are safe in your unit?	I feel that my personal belongings are safe in my unit.
Do you know what to do in case of an emergency in your building?	I know what to do in case of an emergency in the building.
Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	I feel GEF Seniors Housing takes reasonable steps to keep the building safe.
New for 2024	I feel my neighbours take reasonable steps to keep the building safe.

Building Maintenance

2021 - 2023	2024
Are you satisfied with the overall maintenance of the building you are living in?	Removed
Are you satisfied with the overall maintenance of the interior of the building you are living in?	I am satisfied with the overall maintenance of the interior of the building I am living in.

Are you satisfied with the overall maintenance of the exterior of the building you are living in?	I am satisfied with the overall maintenance of the exterior of the building I am living in.
Is it easy for you to get maintenance done in your unit?	It is easy for me to get maintenance done in my unit.
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	I feel maintenance issues are responded to in a reasonable time during posted office hours.
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	I feel maintenance issues are responded to in a reasonable time outside of posted office hours.
Are you provided with proper notice by maintenance staff before they enter your unit?	I am provided with proper notice before maintenance staff enter my unit.
Are the maintenance staff friendly and courteous when they are working in your unit?	The maintenance staff are friendly and courteous when they are working in my unit.

Recreation Activities – Section changed to Activity & Wellness Programming

2021 - 2023	
Are you interested in the recreation programs being offered?	I am interested in the activities being offered.
Do you like the variety in recreation activities offered?	I feel there are a variety of activities available to me.
Do you know what recreation activities are happening each day?	I know what activities are happening each day.
Do you feel encouraged by staff to participate in the recreation activities?	I feel encouraged by staff to participate in activities.
Do you enjoy gathering and socializing with others?	I enjoy gathering and socializing with others in the building.
Do you feel welcome to participate in recreation activities by the other residents?	I feel welcome to participate in group activities by other residents.
Are you told about volunteer opportunities available to you here?	Reworded - I am encouraged to lead and support activities in the building.
Do you find the monthly activity calendar and site newsletter useful?	I find the monthly activity calendar and site newsletter useful.
Are you encouraged to provide feedback on activities?	I am encouraged to provide feedback on activities.
Do you think participating in the recreation activities provided improves your quality of life?	Reworded - I enjoy the activities I attend.
Do you think staff make reasonable efforts to make you feel welcomed to participate in the different activities within your building?	Removed
Do you want more special events that includes family participation?	Removed
Do you receive the monthly activity calendar and site newsletter?	Removed

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?	Removed
Do you feel respected by the volunteers who support the Recreation activities?	Removed
New for 2024	I participate in the activities offered in my building.
New for 2024	Outside of scheduled programs I use activity spaces and equipment (shuffleboard, puzzles, common areas, fitness equipment, tablets, etc.).

Apartment Survey

Staff Engagement Section

2021 - 2023	2024
Do you feel respected by staff?	I feel respected by staff.
Are you treated fairly by staff?	I feel I am treated fairly by staff.
Do you feel staff respect your privacy?	I feel staff respect my privacy.
Are you comfortable talking with staff about your concern(s)?	I feel comfortable talking with staff about my concern(s).
Do you feel staff try to address your concern(s)?	I feel staff try to address my concern(s).
Do you feel staff try to keep residents informed about what is happening in the building?	I feel staff try to keep me informed about what is happening in the building.
Do you feel you have a variety of ways to access information about what is happening in your building?	I feel I have a variety of ways to access information about what is happening in the building.
Do you find it easy to share your feedback with staff?	I feel staff are available to hear my feedback.

Personal Safety & Security

2021 - 2023	2024
Do you feel like this is a safe building?	I feel like this is a safe building.
Do you feel safe living here?	Removed
Do you feel safe in your unit?	I feel safe in my unit.
Do you feel that your personal belongings are safe in your unit?	I feel that my personal belongings are safe in my unit.
Do you know what to do in case of an emergency in your building?	I know what to do in case of an emergency in the building.
Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe?	I feel GEF Seniors Housing takes reasonable steps to keep the building safe.
New for 2024	I feel my neighbours take reasonable steps to keep the building safe.

Building Maintenance

2021 - 2023	2024
Are you satisfied with the overall maintenance of the building you are living in?	Removed
Are you satisfied with the overall maintenance of the interior of the building you are living in?	I am satisfied with the overall maintenance of the interior of the building I am living in.
Are you satisfied with the overall maintenance of the exterior of the building you are living in?	I am satisfied with the overall maintenance of the exterior of the building I am living in.
Is it easy for you to get maintenance done in your unit?	It is easy for me to get maintenance done in my unit.
Do you feel maintenance issues are responded to in a reasonable time during posted office hours?	I feel maintenance issues are responded to in a reasonable time during posted office hours.
Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours?	I feel maintenance issues are responded to in a reasonable time outside of posted office hours.
Are you provided with proper notice by maintenance staff before they enter your unit?	I am provided with proper notice before maintenance staff enter my unit.
Are the maintenance staff friendly and courteous when they are working in your unit?	The maintenance staff are friendly and courteous when they are working in my unit.

Socialization Activities

2021 - 2023	2024
Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities?	I feel that I am provided with appropriate resources to help plan and initiate social activities.
Are you able to live your life as you want to?	Removed
Do you feel welcomed to participate in social activities in the building with other tenants?	I feel welcome by other tenants to participate in social activities in the building.
Are you made aware of available volunteer activities in your community?	I am encouraged by staff to lead and support activities in the building. (rewrite 2024)
New for 2024	I use activity spaces and equipment in the building (puzzles, common areas, fitness equipment, etc.).

Family and Friends Survey

Staff Engagement Section

2021 - 2023	2024
Do you feel welcome and respected by staff?	I feel welcome and respected by staff.

Do you feel that your family member is respected by staff?	I feel that my family member/friend is respected by staff.
Do you trust the staff?	I trust the staff.
Do you feel staff try to address your family member's concern(s)?	I feel staff try to address my family member/friend's concern(s).
Do you know who to contact if you have a question(s) or concern(s)?	I know who to contact if I have a question or concern.
Do you feel your family member's personal information is kept private?	I feel my family member/friend's personal information is kept private.

Dining Section – Section changed to Food Service

2021 - 2023	2024
Does your family member enjoy the meals provided?	My family member/friend enjoys the meals provided.
Does your family member like the taste of the food?	My family member/friend likes the taste of the food.
Do you feel there is enough variety in the meals offered?	I feel there is enough variety in the meals offered.
Does your family member enjoy mealtimes?	My family member/friend enjoys mealtimes.
Are the dining staff friendly and courteous?	The food service staff are friendly and courteous.

Building Safety & Security

2021 - 2023	2024
Do you feel like this is a safe building?	I feel like this is a safe building.
Does your family member feel safe living here?	My family member/friend feels safe living here.
Do you feel that your family member is safe living here?	I feel that my family member/friend is safe living her.
Do you feel your family member's personal belongings are safe in their unit?	I feel my family member/friend's personal belongings are safe in their unit.
Do you feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents?	I feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents.
New for 2024	I feel my family/friend's neighbours take reasonable steps to keep the building safe.

Building Maintenance

2021 - 2023	2024
Are you satisfied with the overall condition of the building your family member lives in?	Removed

Are you satisfied with the overall condition of the interior of the building your family member lives in?	I am satisfied with the overall condition of the interior of the building my family member/friend lives in.
Are you satisfied with the overall maintenance of the exterior of the building your family member lives in?	I am satisfied with the overall condition of the exterior of the building my family member/friend lives in.
Is this a pleasant and welcoming building to visit?	This a pleasant and welcoming building to visit.

Appendix 2: Experience Surveys: Summary of Participation

Summary of Participation – Lodge Residents

Building Name	Total Current Occupants	Total Respondents	Response Rate
Beverly Place	73	43	59%
Kiwanis Place	190	57	30%
McQueen Place	116	57	49%
Meadowlark Place	57	31	54%
Ottewell Manor	38	17	45%
Ottewell Place	121	65	54%
Pleasantview Place	59	25	42%
Queen Alexandra Place	57	33	58%
Rosslyn Place	118	76	64%
Sakaw Terrace	67	24	36%
Virginia Park	61	27	44%
Global Total	957	455	48%

Summary of Participants – Apartment Tenants

Building Name	Total Current Occupants	Total Respondents	Response Rate
Ansgar Villa	162	45	28%
Avenwood Corner	64	17	27%
Bateman Manor	51	19	37%
Bethany Senior Citizen Home	60	11	18%
Britannia Gardens	64	15	23%
Buchanan Manor	23	6	26%
Canora Gardens	97	37	38%
Cathedral Close	134	39	29%
Central Manor	44	17	39%
Gateway Manor	37	19	51%
Grace Garden Court	35	8	23%
Groat House	49	18	37%
Highland Place	66	29	44%
Kiwanis Place	97	46	47%
Knox-Met-Manor	78	33	42%
Lauderdale Terrace	47	14	30%
Londonderry Village	123	40	33%
Montgomery Place	315	86	27%
Mountwood	51	18	35%
Ottewell Terrace	60	22	37%
Pleasantview Place	147	62	42%
Porta Place	74	21	28%
Ritchie Pioneer Place	51	23	45%
Rosslyn Place	53	12	23%
Rosslyn Terrace	57	19	33%
Sakaw Terrace	104	45	43%
Strathcona Place	220	72	33%
Trinity Hall	47	23	49%
Trinity Lutheran	36	16	44%
Virginia Park	138	53	38%
Westlawn Courts	180	53	29%
No Building Identified		1	
Global Total	2764	939	34%

Appendix 3: Survey Results

Resident Experience Survey

	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Roslyn Place	Sakaw Terrace	Virginia Park
Staff Engagement											
I feel respected by staff.	95%	88%	93%	97%	100%	97%	100%	100%	100%	100%	93%
I feel I am treated fairly by staff.	95%	91%	96%	97%	100%	97%	92%	100%	99%	96%	93%
I feel staff respect my privacy.	98%	82%	91%	94%	100%	94%	100%	100%	97%	100%	93%
I feel comfortable talking with staff about my concern(s).	88%	75%	84%	90%	88%	83%	96%	82%	89%	96%	81%
I feel staff try to address my concern(s).	95%	63%	77%	74%	82%	85%	84%	85%	78%	96%	85%
I feel staff try to keep me informed about what is happening in the building.	91%	79%	86%	81%	100%	88%	88%	73%	82%	79%	74%
I feel I have a variety of ways to access information about what is happening in the building.	81%	65%	86%	84%	81%	87%	84%	85%	74%	83%	78%
I feel staff are available to hear my feedback.	88%	67%	77%	87%	94%	88%	83%	79%	84%	83%	85%
Food Service											
The meals provided are tasty and appetizing.	86%	79%	95%	93%	100%	89%	88%	97%	76%	92%	96%
The meals provided are healthy.	83%	83%	91%	90%	100%	91%	88%	88%	84%	96%	89%
The meals provided meet my dietary needs.	78%	67%	72%	90%	94%	81%	92%	79%	73%	88%	85%
There is a variety of options offered to me at meal times.	83%	77%	88%	100%	100%	89%	84%	88%	72%	92%	93%
The dining experience is enjoyable.	90%	88%	88%	97%	100%	94%	96%	88%	82%	100%	96%
The food service staff are friendly and courteous.	100%	96%	96%	100%	100%	98%	96%	97%	97%	100%	96%

	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Rosslyn Place	Sakaw Terrace	Virginia Park
Housekeeping											
I am satisfied with my weekly housekeeping services.	100%	88%	98%	90%	94%	95%	92%	94%	97%	96%	100%
I feel housekeeping staff respect my personal belongings.	100%	86%	86%	93%	100%	94%	88%	97%	94%	100%	96%
I get additional supplies whenever I request them. e.g. bed linen, blankets, bed spread, towels, toilet paper	97%	67%	79%	83%	94%	79%	84%	69%	85%	50%	81%
I know where to go for additional supplies if I need them.	69%	53%	68%	77%	94%	59%	64%	55%	82%	57%	69%
The housekeeping staff are friendly and courteous.	100%	92%	98%	100%	100%	98%	84%	100%	100%	96%	100%
Personal Safety & Security											
I feel like this is a safe building.	93%	91%	91%	100%	100%	97%	100%	94%	92%	100%	96%
I feel safe in my unit.	100%	98%	93%	100%	100%	98%	96%	100%	96%	100%	100%
I feel that my personal belongings are safe in my unit.	93%	88%	77%	93%	76%	98%	92%	97%	89%	96%	96%
I know what to do in case of an emergency in the building.	95%	82%	95%	97%	100%	95%	84%	85%	95%	96%	85%
I feel GEF Seniors Housing takes reasonable steps to keep the building safe.	98%	88%	88%	100%	100%	95%	96%	94%	91%	92%	96%
I feel my neighbours take reasonable steps to keep the building safe.	88%	77%	82%	97%	76%	89%	84%	76%	81%	88%	81%

	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Roslyn Place	Sakaw Terrace	Virginia Park
Building Maintenance											
I am satisfied with the overall maintenance of the interior of the building I am living in.	95%	91%	93%	97%	100%	98%	96%	97%	97%	96%	100%
I am satisfied with the overall maintenance of the exterior of the building I am living in.	95%	77%	86%	89%	100%	95%	96%	82%	90%	100%	96%
It is easy for me to get maintenance done in my unit.	93%	69%	84%	86%	82%	88%	83%	76%	83%	92%	70%
I feel maintenance issues are responded to in a reasonable time during posted office hours.	88%	75%	86%	85%	94%	88%	96%	79%	83%	88%	85%
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	73%	45%	63%	61%	65%	67%	64%	48%	61%	33%	78%
I am provided with proper notice before maintenance staff enter my unit.	95%	86%	88%	96%	88%	85%	92%	82%	94%	96%	85%
The maintenance staff are friendly and courteous when they are working in my unit.	95%	82%	95%	89%	94%	84%	96%	85%	95%	92%	85%
Activity & Wellness Programming											
I am interested in the activities being offered.	95%	75%	75%	83%	71%	82%	75%	82%	77%	83%	77%
I participate in the activities offered in my building.	81%	75%	70%	83%	65%	72%	63%	73%	65%	75%	92%
I enjoy the activities I attend.	86%	82%	86%	93%	82%	78%	83%	88%	85%	88%	92%
I feel there are a variety of activities available to me.	83%	75%	72%	83%	76%	82%	88%	84%	82%	83%	81%
I know what activities are happening each day.	85%	86%	86%	80%	76%	92%	88%	91%	81%	96%	85%
I feel encouraged by staff to participate in activities.	90%	65%	70%	80%	82%	80%	87%	61%	66%	83%	62%

	Beverly	Kiwanis	McQueen	Meadowlark	Ottewell Manor	Ottewell Place	Pleasantview	Queen Alexandra	Roslyn Place	Sakaw Terrace	Virginia Park
I feel welcome to participate in group activities by other residents.	88%	75%	82%	77%	88%	85%	79%	85%	84%	88%	81%
I enjoy gathering and socializing with others in the building.	88%	86%	84%	90%	94%	93%	87%	82%	80%	96%	88%
I am encouraged to lead and support activities in the building.	73%	61%	60%	80%	65%	67%	57%	45%	47%	38%	65%
I find the monthly activity calendar and site newsletter useful.	90%	90%	84%	100%	82%	97%	92%	97%	84%	96%	92%
I am encouraged to provide feedback on activities.	72%	63%	70%	83%	76%	69%	63%	55%	65%	61%	69%
Outside of scheduled programs I use activity spaces and equipment (shuffleboard, puzzles, common areas, fitness equipment, tablets, etc.).	76%	53%	63%	73%	76%	69%	57%	61%	56%	75%	52%

Tenant Experience Survey

	Ansgar Villa	Avenwood Corner	Bateman Manor	Bethany Homes	Britannia Gardens	Buchanan Manor	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	Rosslyn Place	Rosslyn Terrace	Sakaw Terrace	Strathcona Place	Trinity Hall	Trinity Lutheran	Virginia Park	Westlawn Courts	
Staff Engagement																																
I feel respected by staff.	100%	94%	94%	100%	100%	100%	97%	97%	94%	83%	100%	94%	100%	82%	97%	93%	100%	95%	100%	90%	96%	90%	91%	100%	100%	100%	99%	100%	100%	92%	94%	
I feel I am treated fairly by staff.	100%	94%	94%	100%	100%	100%	100%	97%	94%	94%	100%	94%	97%	87%	100%	93%	100%	95%	100%	89%	96%	95%	91%	83%	100%	100%	96%	96%	100%	94%	94%	
I feel staff respect my privacy.	100%	88%	94%	91%	87%	100%	100%	97%	100%	94%	100%	100%	97%	91%	97%	92%	100%	95%	94%	100%	98%	95%	91%	100%	100%	98%	97%	100%	100%	94%	96%	
I feel comfortable talking with staff about my concern(s).	98%	88%	89%	100%	93%	100%	94%	87%	100%	89%	100%	94%	93%	82%	94%	85%	100%	93%	89%	95%	92%	95%	91%	83%	100%	93%	94%	91%	100%	88%	88%	
I feel staff try to address my concern(s).	98%	88%	94%	100%	93%	100%	85%	89%	88%	83%	88%	72%	93%	75%	100%	77%	97%	91%	89%	100%	92%	85%	81%	83%	100%	80%	94%	87%	100%	87%	86%	
I feel staff try to keep me informed about what is happening in the building.	93%	88%	94%	82%	80%	100%	79%	89%	88%	94%	75%	72%	76%	80%	88%	83%	92%	91%	82%	89%	92%	76%	86%	67%	76%	68%	89%	91%	100%	75%	86%	
I feel I have a variety of ways to access information about what is happening in the building.	93%	76%	83%	91%	67%	83%	82%	83%	88%	81%	75%	78%	72%	81%	88%	54%	90%	90%	71%	72%	84%	76%	76%	55%	88%	79%	96%	83%	69%	77%	84%	
I feel staff are available to hear my feedback.	98%	82%	89%	100%	80%	100%	82%	92%	88%	63%	63%	89%	93%	67%	97%	69%	97%	89%	88%	95%	90%	70%	77%	75%	88%	90%	90%	87%	100%	82%	88%	
Personal Safety & Security																																
I feel like this is a safe building.	95%	94%	100%	91%	86%	100%	89%	87%	88%	100%	100%	78%	100%	80%	82%	100%	89%	95%	83%	100%	93%	100%	91%	100%	100%	98%	94%	91%	100%	88%	87%	
I feel safe in my unit.	100%	100%	100%	100%	93%	100%	100%	100%	94%	100%	100%	89%	100%	84%	97%	100%	97%	95%	94%	100%	97%	95%	95%	100%	100%	100%	96%	96%	100%	96%	96%	
I feel that my personal belongings are safe in my unit.	98%	94%	100%	100%	93%	100%	100%	100%	94%	100%	100%	100%	100%	82%	97%	93%	97%	94%	100%	100%	93%	95%	91%	92%	100%	98%	96%	96%	100%	92%	98%	
I know what to do in case of an emergency in the building.	100%	88%	100%	91%	100%	100%	97%	100%	100%	100%	100%	100%	97%	84%	100%	100%	100%	96%	94%	90%	97%	100%	100%	100%	94%	100%	97%	96%	100%	100%	98%	
I feel GEF Seniors Housing takes reasonable steps to	93%	94%	100%	91%	86%	100%	94%	87%	100%	100%	88%	78%	97%	86%	82%	92%	97%	93%	89%	100%	93%	95%	100%	73%	100%	93%	99%	91%	100%	85%	90%	

	Ansgar Villa	Avenwood Corner	Bateman Manor	Bethany Homes	Britannia Gardens	Buchanan Manor	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		
keep the building safe.																																	
I feel my neighbours take reasonable steps to keep the building safe.	88%	88%	100%	91%	79%	100%	83%	95%	82%	89%	75%	78%	89%	80%	79%	69%	92%	85%	76%	81%	87%	86%	73%	75%	94%	86%	84%	87%	100%	88%	84%		
Building Maintenance																																	
I am satisfied with the overall maintenance of the interior of the building I am living in.	93%	88%	94%	100%	87%	100%	92%	100%	94%	100%	100%	Z	97%	86%	97%	85%	98%	92%	89%	100%	96%	95%	91%	100%	100%	95%	99%	96%	100%	96%	92%		
I am satisfied with the overall maintenance of the exterior of the building I am living in.	96%	94%	100%	100%	93%	100%	100%	92%	94%	94%	75%	88%	100%	88%	97%	69%	97%	90%	89%	89%	92%	95%	87%	100%	94%	93%	96%	91%	100%	90%	90%		
It is easy for me to get maintenance done in my unit.	100%	88%	89%	82%	100%	83%	88%	95%	100%	95%	100%	94%	97%	76%	94%	77%	92%	87%	83%	89%	96%	90%	82%	92%	100%	93%	90%	83%	100%	83%	94%		
I feel maintenance issues are responded to in a reasonable time during posted office hours.	98%	88%	89%	82%	100%	83%	91%	95%	100%	94%	100%	100%	97%	78%	97%	85%	98%	89%	89%	94%	96%	95%	91%	91%	94%	91%	92%	87%	100%	83%	94%		
I feel maintenance issues are responded to in a reasonable time outside of posted office hours.	85%	81%	78%	82%	69%	83%	91%	82%	94%	100%	88%	88%	97%	61%	90%	69%	85%	69%	88%	61%	73%	80%	70%	73%	76%	63%	71%	87%	100%	63%	82%		
I am provided with proper notice before maintenance staff enter my unit.	95%	88%	94%	100%	93%	100%	94%	95%	100%	100%	100%	100%	97%	80%	100%	100%	98%	95%	94%	89%	98%	90%	91%	100%	100%	93%	93%	96%	100%	98%	94%		
The maintenance staff are friendly and courteous when they are working in my unit.	98%	94%	94%	91%	93%	100%	94%	97%	100%	100%	100%	100%	100%	88%	100%	100%	98%	94%	100%	100%	98%	95%	100%	100%	100%	91%	99%	96%	100%	100%	98%		

	Ansgar Villa	Avenwood Corner	Bateman Manor	Bethany Homes	Britannia Gardens	Buchanan Manor	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		
Socialization Activities																																	
I feel that I am provided with appropriate resources to help plan and initiate social activities.	90%	81%	80%	73%	77%	83%	85%	69%	73%	76%	100%	59%	78%	75%	90%	42%	89%	83%	71%	74%	78%	81%	71%	58%	86%	69%	81%	81%	79%	79%	83%		
I feel welcome by other tenants to participate in social activities in the building.	97%	94%	100%	80%	85%	100%	91%	76%	67%	100%	100%	82%	93%	78%	90%	58%	92%	82%	76%	95%	78%	81%	73%	75%	100%	93%	84%	95%	71%	81%	83%		
I am encouraged by staff to lead and support activities in the building.	95%	56%	80%	64%	77%	83%	68%	63%	71%	59%	50%	76%	48%	70%	97%	42%	58%	67%	59%	37%	65%	50%	43%	45%	57%	62%	59%	68%	67%	67%	63%		
I use activity spaces and equipment in the building (puzzles, common areas, fitness equipment, etc.)	78%	71%	75%	64%	69%	67%	82%	73%	47%	80%	63%	63%	78%	62%	70%	42%	63%	69%	76%	80%	56%	40%	68%	42%	88%	64%	62%	77%	64%	60%	77%		