

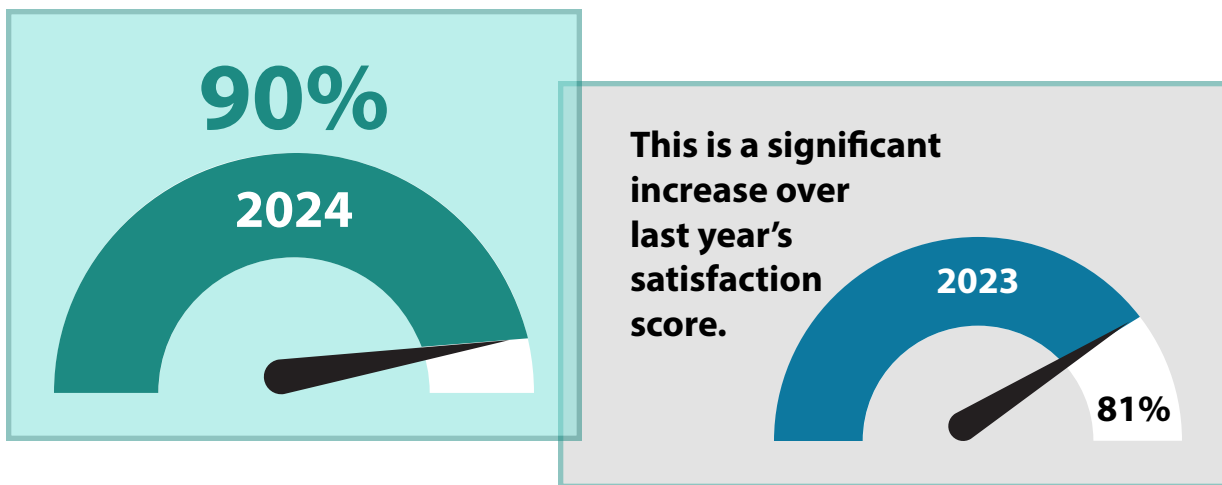
# 2024 Client Experience Survey Summary

November 2024



The annual **Client Experience Survey** provides an opportunity for GEF Seniors Housing to engage Lodge residents, their families and friends, and Apartment tenants about their experiences with our housing and support services. The survey provides a voice for all clients and the results are shared to the entire organization. This year, **939 (34%)** Apartment tenants, **455 (48%)** Lodge residents, and **109** families and friends of residents completed the 2024 survey.

**For 2024, GEF received an overall satisfaction score of 90%!**



Each year, the feedback we receive from our clients and their families and friends helps us to better understand their collective needs and take steps to create supportive environments and deliver quality services.

We remain committed to reviewing our processes and ensuring that our staff have the necessary training and skills to deliver programs and services that consistently meet the needs of clients.

## Actions for Improvement

As we explore ways to deliver improved services and supports to clients, in the coming year, GEF will work on key organization-wide initiatives in the following areas:

- **Communication:** ensuring that clients are provided with appropriate and timely information that affects them and their community.
- **Resourcing:** ensuring that staff continue to have the necessary tools and supports to effectively deliver services.
- **Continuing to seek the input of clients** to ensure that services and programs are being designed to meet their collective needs.

# Survey Findings at a Glance

## Apartment Tenant Experience Survey

  
**Staff Engagement**  
91%

  
**Building Maintenance**  
91%

  
**Safety and Security**  
93%

  
**Socialization Activities**  
74%

### Key Finding

*The availability and facilitation of social activities remains a concern for Apartment tenants; however, they report increased satisfaction with other areas of interaction with the organization.*

### What we heard from Apartment tenants



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

## Lodge Resident Experience Survey


  
**Staff Engagement**  
87%

  
**Building Maintenance**  
85%

  
**Safety and Security**  
92%

  
**Activity and Wellness**  
77%

  
**Housekeeping Services**  
86%

  
**Dining Services**  
88%

### Key Finding

*Lodge residents reported greater satisfaction with food services and activity and wellness programming compared to previous years; however, there is still work to be done to improve the activity and wellness programming.*

### What we heard from Lodge residents

- 96% feel respected by staff.
- 98% find the food services staff are friendly and courteous.
- 95% feel their building is safe.



## Residents' Family/Friend Experience Survey

  
**Staff Engagement**  
93%

  
**Building Maintenance**  
96%

  
**Safety and Security**  
94%

  
**Activity and Wellness**  
76%

  
**Dining Services**  
85%

### Key Finding

*Families and friends reported significant increases in satisfaction with food services and activity and wellness programming.*

### What we heard from Lodge residents' families & friends



- 98% feel welcome and respected by staff.
- 96% report that the Lodge resident feels safe in the building.
- 96% find the Lodges pleasant and welcoming to visit.

Scan QR code to view full report.



Thank you to everyone who took the time to complete the survey. Please continue to provide your feedback throughout 2025. If you have any questions about the survey, please contact your Site Leadership Team.



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