

2020 Annual Experience Survey Report

Residents, Residents' Families and Tenants

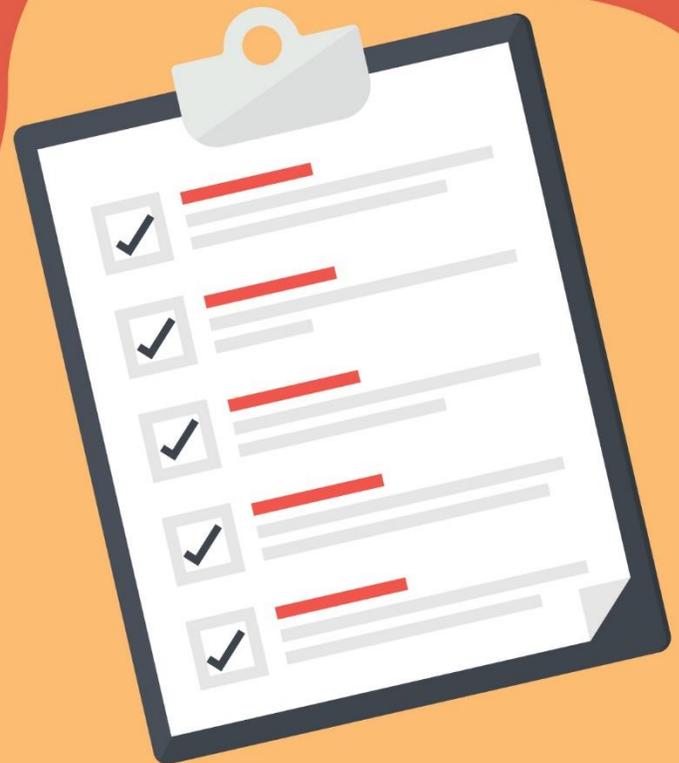


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Overview

In July 2020 GEF launched its revised Resident¹ and Tenant² Experience Surveys, and introduced the new Family Experience Survey. The surveys are conducted as part of GEF Seniors Housing commitment to meaningful engagement with residents, residents' families and tenants in support of our Mission of being "Leaders in friendly, affordable, secure housing and services for seniors'. The surveys provide the residents, residents' families and tenants of GEF Seniors Housing with an opportunity to rate how the organization is doing in key business areas, in addition to being able to express their feelings and opinions on these areas, while maintaining their anonymity. The responses to the surveys provide GEF Seniors Housing with invaluable feedback to help identify areas of excellence, evaluate performance and provide a foundation for collaborative discussions on opportunities to improve our services to seniors living in GEF Senior Housing communities.

The purpose of this report is to provide an overview of the experiences of the 1,611 respondents who completed a survey prior to the end of August 2020. Results are shown for the overall organization, and where appropriate, each individual GEF community. The survey instruments developed are new to GEF Seniors Housing and therefore this year's results will be used as a baseline from which to measure the results of future years' surveys against.

The approach used for the 2020 Experience Surveys is a departure from previous surveys undertaken by GEF Seniors Housing. In previous years, only a third of the entire resident and tenant population was surveyed at any one time. This limited efforts to be able to more accurately generalize the results across all of GEF's communities and its clients. Further, in past years the categories that were explored were different from those included in this year's surveys. While we will undoubtedly make refinements to the surveys as part of our quality improvement strategy overtime, it is important to maintain a level of consistency in the surveys so that results can be compared year over year to be able to effectively measure and report on how the organization is doing, and evolving, in supporting its clients.

Surveys

GEF Seniors Housing has used surveys that were developed utilizing the experiences of GEF staff. These surveys were reviewed and modified based on a review of the literature, engagement with potential respondents, and feedback from senior management and the

¹ Resident is the term used for seniors living in Lodges

² Tenant is the term used for seniors living in Seniors Self-Contained Apartments, Affordable Apartments and Duplexes

organization’s Board. The following table outlines the domains that were the focus on each survey as well as the number of questions asked within each domain:

Table 1 Surveys’ Outline

| Survey | Domains | Number of Questions |
|--------------------------|------------------------------------|----------------------------|
| Resident Survey | • Staff Engagement | 8 |
| | • Dining | 6 |
| | • Housekeeping | 5 |
| | • Personal Safety and Security | 6 |
| | • Building Maintenance | 8 |
| | • Recreation Activities | 15 |
| | • Perception of Personal Wellbeing | 5 |
| | • Demographics/Other | 6 |
| Tenant Survey | • Staff Engagement | 8 |
| | • Personal Safety and Security | 6 |
| | • Building Maintenance | 8 |
| | • Socialization Activities | 4 |
| | • Perception of Personal Wellbeing | 5 |
| | • Demographics/Other | 6 |
| Residents’ Family Survey | • Staff Engagement | 6 |
| | • Dining | 6 |
| | • Building Safety and Security | 5 |
| | • Building Maintenance | 4 |
| | • Recreation Activities | 5 |
| | • Demographics/Other | 6 |

Respondents rated their experience using a 5-point scale, ranging from “Always” to “Never”. In addition to the questions asked in each domain, open-ended questions were also included to solicit additional comments that would not have been captured via the scaled questions, affording clients the opportunity to share their personal thoughts or perception without any influence by GEF Seniors Housing staff.

Survey Methodology

Administration

The surveys were shared with and available for completion by residents, residents' families and tenants from July 8th to August 28, 2020. Survey Monkey was used as the platform for the delivery and analysis of the surveys. Families were encouraged to complete the survey online, while residents and tenants were given the choice of completing a paper survey or responding online. Based on the number of clients living in a GEF Seniors Housing community as of July 8th, 961 Lodge residents and 2,810 Apartment tenants were invited to participate to complete a survey. Email invitations to complete the Residents' Family Survey were sent to 150 family members of Lodge residents living in GEF's 11 Lodges.

A number of strategies were implemented to ensure that the invitation to participate in the survey reached all residents and tenants. These included sending a letter to residents and tenants outlining the proposed start date and the benefits of completing the surveys two weeks before the launch of the surveys; employing summer students to support the data collection; and hosting site events in the Apartments to promote the survey. The intent was to ensure that the surveys were as inclusive as possible. Specific inclusion criteria for each survey are outlined below:

Resident Survey:

All 961 Lodge residents on the day the survey was released were eligible to participate. Residents were supported to complete the survey using a paper method or face to face interview by a trained student volunteer. Any resident who wished to complete the survey online was provided with the link to do so. No residents were screened out or excluded from participation. A resident list was generated for each community, and residents were checked off to ensure that they did not complete survey more than once.

Since GEF does not provide care related services, nor does the organization have access to residents' health care records, we could not independently determine any of our residents' cognition, vision capability, or literacy. Therefore, residents were not screened for participation, but instead each resident was provided with the opportunity to complete the survey independently or with the assistance of a trained student.

Tenant Survey:

All 2,810 tenants on the day the survey was released were eligible to participate. Tenants were provided with the option of participating in the survey either through completion of a paper copy or requesting the survey link if they wished to complete the survey online. A

drop box was set up at each Apartment community to facilitate easy return of their responses.

Residents' Family Survey:

Family members who had provided their email addresses as part of the Friends and Family Contact process all had an opportunity to complete the survey. Paper copies were also left at the front desk of each Lodge for those family members who preferred a hard copy or did not receive an electronic copy due to us not having their email contact information.

Interviewers were provided with a current list of Lodge residents to confirm the occupancy and number of potential participants. In the Apartment communities, a paper copy was provided to each tenant with a letter outlining that they could request a link to complete the survey electronically if they were so inclined. All paper surveys were collected at the sites and returned to the GEF's Central Services office for data entry.

Analysis

The results of the surveys were analyzed using Survey Monkey and were also exported to Excel for additional breakdown and analysis. The results were reviewed on an organization-wide level as well as by each individual community. Questions were answered on a five-point answer scale. For the purpose of analysis, the "Always" and "Often" answers were combined and counted as a Positive response. "Sometimes", "Seldom" and "Never" answers were combined and counted as a Negative response.

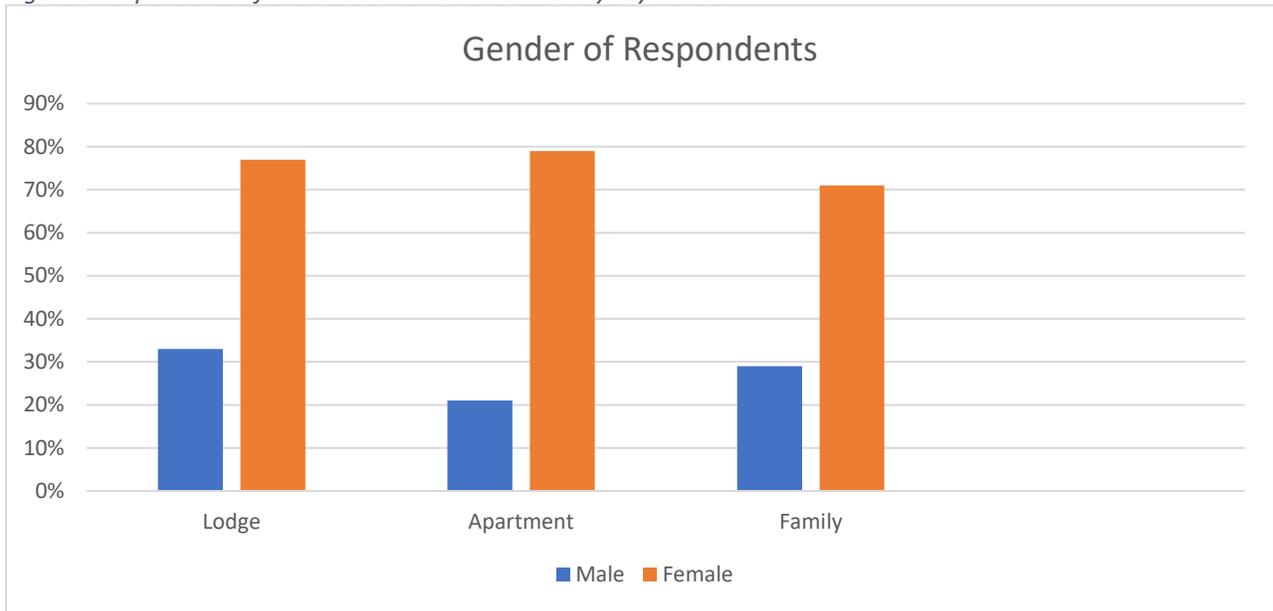
Qualitative feedback was provided and has been organized around thematic areas. This feedback will be provided to each site and will be reviewed at the community level with each portfolio management team to help identify possible quality improvement initiatives and inform portfolio planning for 2021.

Demographics

The surveys included a range of demographic questions to help us to better understand the characteristics of who was completing the surveys. The findings revealed that:

- Respondents to the surveys were primarily female.

Figure 1 Respondents of the Resident and Tenant Surveys by Gender



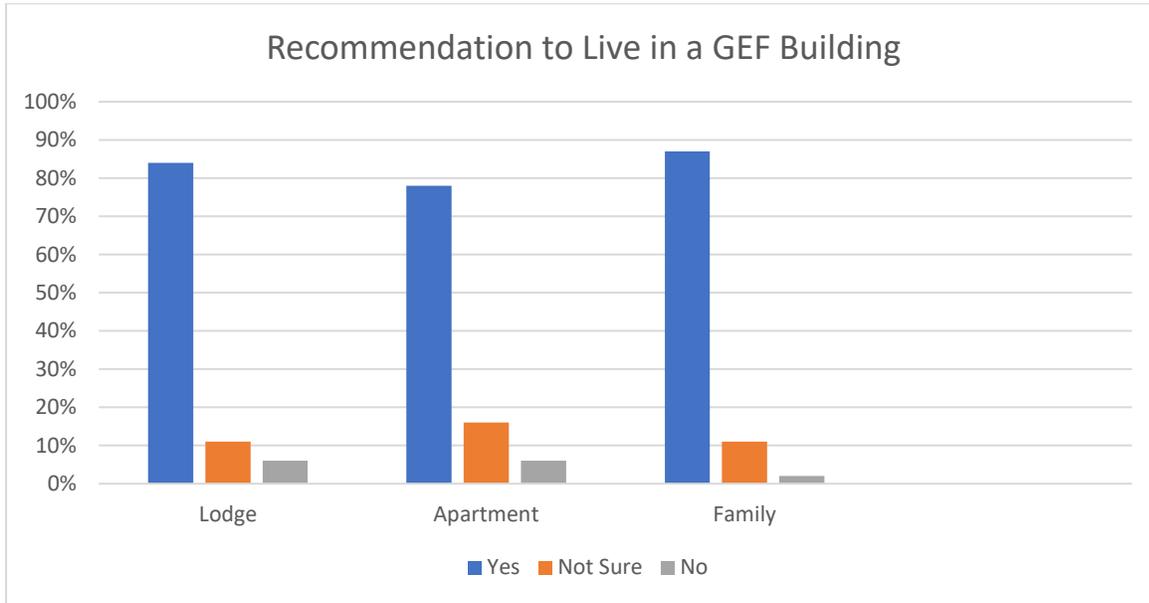
- The majority of respondents to the Residents' Family survey were 65 years and younger.
- Most respondents to the Resident and Tenant surveys have lived in a GEF community for between 1 -5 years.

Figure 2 Length of Residence for Respondents



- Most respondents (80.5%) across all surveys would recommend a family or friend to live in a GEF building.
- Lodge residents (84%) were more likely than Apartment tenants (78%) to recommend a family member or friend to live in a GEF building.

Figure 3 Respondents who would recommend that a family member or friend to live in a GEF Building



- Most respondents to the Residents’ Family survey (82%) were children of the resident.
- While most residents (95%) and tenants (86%) preferred to receive communications via printed materials, residents’ family members (87%) prefer to receive communications electronically.
- Resident and tenant survey instruments included questions about personal wellbeing. Lodge residents were found to be less likely to report that they lack companionship or felt isolated from others. The majority of respondents across both the Resident (89%) and Tenant (82%) surveys reported that they had someone to call if they needed to talk.

Results

The results for each survey are provided in this report as an organization-wide aggregate as well as by specific community. Each survey is reported separately, with areas of strengths and opportunities for improvement identified. GEF Seniors Housing has established a target of an overall satisfaction rate of 85%, which will be reviewed and revised as appropriate on an annual basis beginning with the 2021 Surveys.

Response Rate

The response rate for both the Resident and Tenant surveys were very good overall. Some communities had lower than expected response rates. The low participation rate can in part be

attributed to COVID-19 outbreaks having been declared in these communities as well as the fact that we did not undertake a formal internal marketing campaign to promote the surveys due to the COVID-19 pandemic and the timing of the surveys rollout in mid-summer. Notwithstanding these challenges, an overall organization-wide participation rate of 43% (41% of Lodge residents; 44% of Apartment tenants) was achieved. For the site by site breakdown of the data, a minimum response rate of 10% was required from each community for inclusion in this report.

The Residents' Family Experience Survey was only provided to the family members of Lodge residents for whom we had email contact information. Surveys were sent to a total of 150 family members and we received 57 (38%) completed responses back. This is the first year that we have surveyed family members and not all family members have provided GEF with email contact information. Because of the limited participation, the survey's results cannot be view as being representative of the families across all Lodge communities. As such, the results from this year's Residents' Family Experience Survey will form the base on which to increase families' participation in future years' surveys.

Refer to Appendix 1 Experience Surveys: Summary of Participation

Summary of Results

The overall satisfaction score provides a measure that captures the aggregate of respondents' experiences of their interactions with GEF Seniors Housing. This year we chose to not have a single question rating overall satisfaction as the individual questions provide more insight into the experiences of respondents. Overall, the results were very positive with the organization having received an overall satisfaction rating of 83%. In more than half of the domains in each survey we received scores above the targeted satisfaction rate of 85%.

In the Maintenance and Personal Security (Safety and Security on Residents' Family Survey) domain all questions were above the 85% satisfaction rate. In the Resident Survey, the Dining (5 of 6) and Recreation (10 out of 15) domains contained the questions with the lowest expressed satisfaction scores. In the Tenant Survey, the Staff Engagement (5 of 8) and Socialization Activities (3 of 4) domains had the questions with the lowest expressed satisfaction scores. While on the Residents' Family Survey, the Dining domain had the lowest expressed satisfaction score.

Refer to Appendix 2: Experience Survey Results

A summary of the responses to each domain for each survey is provided in the tables below.

Table 2 Resident Survey – (Overall Satisfaction 87%)

| Domain | GEF | Lodges | | | | | | | | | |
|-----------------------|-----|---------------|---------------|---------------|------------------|----------------|--------------------|-----------------------|--------------|---------------------|---------------|
| | | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Place | Pleasantview Place | Queen Alexandra Place | Roslyn Place | Virginia Park Place | Sakaw Terrace |
| Staff Engagement | 84% | 76% | 80% | 81% | 87% | 93% | 72% | 87% | 85% | 65% | 90% |
| Dining | 77% | 66% | 72% | 77% | 79% | 75% | 65% | 85% | 80% | 76% | 93% |
| Housekeeping | 94% | 91% | 97% | 91% | 94% | 98% | 92% | 96% | 97% | 87% | 96% |
| Safety & Security | 95% | 92% | 95% | 90% | 98% | 99% | 98% | 97% | 96% | 98% | 84% |
| Building Maintenance | 94% | 88% | 93% | 93% | 97% | 95% | 94% | 95% | 97% | 89% | 97% |
| Recreation Activities | 75% | 65% | 79% | 72% | 87% | 87% | 70% | 61% | 73% | 67% | 87% |

Table 3 Tenant Survey – (Overall Satisfaction 83%)³

| Domain | GEF |
|-----------------------|-----|
| Staff Engagement | 78% |
| Safety & Security | 91% |
| Building Maintenance | 87% |
| Recreation Activities | 76% |

Table 4 Residents' Family Survey – (Overall Satisfaction 79%)

| Domain | GEF |
|-----------------------|-----|
| Staff Engagement | 89% |
| Dining | 67% |
| Safety & Security | 96% |
| Building Maintenance | 94% |
| Recreation Activities | 51% |

In addition to the above domains, questions related to Communication were grouped together to calculate overall satisfaction scores for each of the surveys. Below is a summary of that data.

³ See Appendix 2 for detailed results

Table 5 Satisfaction scores in the Communication Domain

| Communication | |
|-----------------|-----|
| Resident Survey | 82% |
| Tenant Survey | 71% |
| Family Survey | 85% |

Analyses of the responses to specific questions helps GEF Seniors Housing to identify what contributes to the results in a domain. Looking at the questions with the highest and lowest scores is helpful in determining areas of strength and potential opportunities for improvement. The questions with the highest and lowest 20% of scores for each survey were selected to identify areas where we were doing, as well as those in which we could focus more attention in order to strive to improve on the results as expressed by our clients.

The following Tables reflect the questions from each survey that have the highest and lowest scores. These scores reflect areas of strength (when compared to other areas covered by the surveys) as well as areas for targeted improvement.

Table 6 Questions with the highest expressed satisfaction scores

| Survey | Question | % Satisfied |
|-------------------|--|-------------|
| Resident | Are the maintenance staff friendly and courteous when they are working in your unit? | 99% |
| | Are you provided with proper notice by maintenance staff before they enter your unit? | 98% |
| | Do you feel safe in your unit? | 97% |
| | Are housekeeping staff friendly and courteous to you? | 97% |
| | Do you feel safe living here? | 96% |
| | Do you feel housekeeping staff respect your personal belongings? | 95% |
| | Do you feel that this is a safe building? | 95% |
| | Are you satisfied with the overall maintenance of the building you are living in? | 95% |
| | Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe? | 95% |
| | Are you satisfied with the overall maintenance of the exterior of the building you are living in? | 94% |
| Tenant | Are the maintenance staff friendly and courteous when they are working in your unit? | 97% |
| | Are you provided with proper notice by maintenance staff before they enter your unit? | 95% |
| | Do you feel safe in your unit? | 94% |
| | Do you know what to do in case of an emergency in your building? | 92% |
| | Do you feel that your personal belongings are safe in your unit? | 92% |
| Residents' Family | Do you feel that your family member is safe living here? | 98% |
| | Do you feel GEF Seniors Housing takes reasonable steps to ensure that the building is kept safe for residents? | 98% |
| | Does your family member feel safe living here? | 98% |
| | Are you satisfied with the overall condition of the building your family member lives in? | 96% |
| | Are you satisfied with the overall maintenance of the exterior of the building your family member lives in? | 95% |

Table 7 Questions with the lowest expressed satisfaction scores

| Survey | Question | % Satisfied |
|-------------------|---|-------------|
| Resident | Do you feel the meals provided meet your dietary needs? | 75% |
| | Do you enjoy gathering and socializing with others? | 74% |
| | Do you think participating in the recreation activities provided improves your quality of life? | 74% |
| | Are you encouraged to provide feedback on activities? | 71% |
| | Is there enough variety in the meals offered to you? | 70% |
| | Do you feel you have a variety of ways to access information about what is happening in your building? | 68% |
| | Do you like the variety in recreation activities offered? | 65% |
| | Are the meals provided usually tasty and appetizing? | 64% |
| | Are you told about volunteer opportunities available to you here? | 60% |
| | Are you interested in the recreation programs being offered? | 54% |
| Tenant | Do you feel staff try to keep tenants informed about what is happening in the building? | 74% |
| | Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities? | 72% |
| | Do you find it easy to share your feedback with staff? | 68% |
| | Are you made aware of available volunteer activities in your community? | 67% |
| | Do you feel you have a variety of ways to access information about what is happening in your building? | 65% |
| Residents' Family | Does your family member like the taste of the food? | 57% |
| | Do you feel staff encourage your family member to participate in activities? | 54% |
| | Are there activities offered that your family member enjoys? | 50% |
| | Is participating in activities important to your family member? | 45% |
| | Do you want to participate in activities with your family member? | 30% |

Safety and Security, and Building Maintenance are the areas which have the highest expressed satisfaction scores across all three surveys. Questions related to Communication were given low satisfaction ratings on the Tenant survey, while those relating to Recreation Activities received the lowest ratings on the Resident and Residents' Family Surveys. These expressed satisfaction results are similar to scores from the Health Quality Council of Alberta's Continuing Care Resident Surveys. Notwithstanding that there appears to be a consistent trend of lower expressed satisfaction in the Recreation domain across the industry, GEF is committed to working to improve the expressed satisfaction across all domains in the three client surveys, with the goal to achieve an 85% or higher satisfaction rating.

[Resident and Tenant Surveys Comparison](#)

It is important to acknowledge that Lodge residents and Apartment tenants receive different services, and because of our level of interaction with each group is also different, so too are the clients' perceptions of our services. We provide Dining and Housekeeping Services only to Lodge residents, and limited Recreational Activities to Apartment tenants. Therefore, comparisons will only be made on domains and questions which are common to both. This will

help us to identify common themes while understanding the unique perspective of each individual grouping of clients.

In the Personal Safety and Security domain, there was an expressed satisfaction of over 90% by both the Lodge residents and the Apartment tenants. While for the Building Maintenance domain, the expressed satisfaction score was 87% for Apartment Tenants and 94% for Lodge residents. Over 95% of respondents to both surveys indicated that “*the maintenance staff were friendly and courteous*”. In the Staff Engagement domain, we see a marked difference with the expressed satisfaction, with Lodge residents expressing an 83% satisfaction while Apartment tenants expressing a 78% satisfaction. Below are the questions on which we scored the lowest.

| Question | Tenant Satisfaction | Resident Satisfaction |
|--|---------------------|-----------------------|
| Are you comfortable talking with staff about your concern(s)? | 77% | 84% |
| Do you feel staff try to address your concern(s)? | 75% | 78% |
| Do you feel staff try to keep residents/tenants informed about what is happening in the building? | 74% | 76% |
| Do you feel you have a variety of ways to access information about what is happening in your building? | 65% | 68% |
| Do you find it easy to share your feedback with staff? | 68% | 82% |

Using the Results

GEF Seniors Housing takes great pride in the work our staff do each day to meet the housing needs of seniors in Edmonton. This summary report is intended to bring together the results of the three surveys into one document to provide some context about the data and to assist with the interpretation of results. These results will help to inform operational and strategic planning at both the site/portfolio and corporate levels.

Each portfolio will receive a report that includes a comparison of their individual community’s results to the GEF organization-wide scores. The leadership team of each site will review and reflect on the following questions to assist them when developing their annual Portfolio Operational Plan:

1. Do the results reflect your perception of the Residents/Tenants/Residents’ Families experiences at your site?
2. If not, how can you explore those differences further to help understand the results?
3. What are the results you are most pleased with?
4. What results concern you the most?
5. Are there common themes across different communities in your portfolio?
6. Are there common themes to the qualitative feedback?

7. How do you plan to share the feedback with your staff?
8. Are there suggestions for improvement in the qualitative feedback that you can act on?
9. What are your next steps to respond to the results?
10. Are there some priority areas that you want to explore further and/or develop an action plan for?

The Surveys' results help us identify areas of potential concern in order to focus targeted actions for planning purposes. Domains with lower scores will be reviewed to help to better understand the reasons that may have contributed to these expressed satisfaction scores so that quality improvement initiatives can be identified to assist us in improving the clients' experiences.

As we continue to strive to improve services to residents, residents' families, and tenants, the Annual Experience Surveys represent only one of the means that we employ to meaningful engage with clients. We recognize that additional avenues, such as: resident and tenant meetings; resident/tenant/family participation in quality improvement initiatives; collecting service focused feedback (e.g. dining; housekeeping) throughout the year; and responding to clients' concerns and complaints are also meaningful ways to gauge the satisfaction of residents, residents' families and tenants. Making an ongoing effort to better understand the experience of our clients as part of our operational routine will provide valuable information to support us in our efforts to realize our Vision of "Positively influencing seniors' quality of life" while supporting our Quality of Life Philosophy.

Appendix 1: Experience Surveys: Summary of Participation

Summary of Results from the Tenant Experience Survey

| Building | Total Respondents | Total Occupants⁴ | Participation rate |
|---------------------|--------------------------|------------------------------------|---------------------------|
| Ansgar Villa | 86 | 173 | 50% |
| Avenwood Corner | 18 | 55 | 33% |
| Barvinok | 10 | 21 | 48% |
| Bateman Manor | 26 | 51 | 51% |
| Britannia Gardens | 31 | 64 | 48% |
| Buchanan Manor | 8 | 19 | 42% |
| Canora Gardens | 51 | 101 | 50% |
| Cathedral Close | 44 | 125 | 35% |
| Father Hannas | 19 | 43 | 44% |
| Gateway Manor | 22 | 38 | 58% |
| Golden Homes | 12 | 26 | 46% |
| Grace Garden Court | 15 | 34 | 44% |
| Groat House | 24 | 51 | 47% |
| Highland Place | 33 | 64 | 52% |
| Kiwanis Place | 8 | 99 | 8% |
| Knox-Met-Manor | 34 | 81 | 42% |
| Londonderry Village | 67 | 120 | 56% |
| Montgomery Place | 113 | 312 | 36% |
| Mountwood | 10 | 53 | 19% |
| Ottewell Terrace | 31 | 70 | 44% |
| Pleasantview Place | 77 | 150 | 51% |
| Porta Place | 32 | 70 | 46% |
| Rosslyn Place | 24 | 49 | 49% |
| Rosslyn Terrace | 24 | 59 | 41% |
| Sakaw Terrace | 53 | 104 | 51% |
| St. Josaphat's | 41 | 102 | 40% |
| St. Nicholas | 18 | 39 | 46% |
| Strathcona Place | 112 | 220 | 51% |
| Trinity Hall | 26 | 45 | 58% |
| Trinity Lutheran | 14 | 32 | 44% |
| Virginia Park | 50 | 142 | 35% |
| Westlawn Courts | 89 | 198 | 45% |
| Total | 1,232 | 2,810 | 44% |

⁴ Total reflects the number of tenants living in the community the day the survey was opened.

Summary of Results from the Resident Experience Survey

| Building | Total Respondents | Total Occupants⁵ | Participation Rate |
|-----------------------|--------------------------|------------------------------------|---------------------------|
| Beverly Place (| 41 | 66 | 62% |
| Kiwanis Place | 41 | 193 | 21% |
| McQueen Place | 40 | 124 | 32% |
| Meadowlark Place | 48 | 58 | 83% |
| Ottewell Manor | 4 | 38 | 11% |
| Ottewell Place | 52 | 123 | 42% |
| Pleasantview Place | 22 | 51 | 43% |
| Queen Alexandra Place | 29 | 57 | 51% |
| Rosslyn Place | 58 | 120 | 48% |
| Sakaw Terrace | 20 | 69 | 29% |
| Virginia Place | 24 | 62 | 39% |
| Total | 379 | 961 | 39% |

⁵ Total reflects the number of residents living in the community the day the survey was opened

Appendix 2: Summary Results

Resident Experience Survey

| Survey Questions | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Place | Pleasantview Place | Queen Alexandra Place | Rossllyn Place | Virginia Park Place | Sakaw Terrace |
|--|---------------|---------------|---------------|------------------|----------------|--------------------|-----------------------|----------------|---------------------|---------------|
| Staff Engagement | | | | | | | | | | |
| Do you feel respected by staff? | 79% | 93% | 85% | 98% | 100% | 86% | 93% | 93% | 88% | 100% |
| Are you treated fairly by staff? | 90% | 95% | 93% | 98% | 100% | 86% | 100% | 93% | 88% | 95% |
| Do you feel staff respect your privacy? | 90% | 95% | 93% | 94% | 96% | 95% | 93% | 95% | 83% | 95% |
| Are you comfortable talking with staff about your concern(s)? | 74% | 85% | 82% | 89% | 92% | 71% | 79% | 88% | 88% | 80% |
| Do you feel staff try to address your concern(s)? | 74% | 55% | 72% | 89% | 84% | 62% | 90% | 91% | 67% | 80% |
| Do you feel staff try to keep residents informed about what is happening in the building? | 73% | 85% | 73% | 68% | 86% | 64% | 86% | 68% | 75% | 95% |
| Do you feel you have a variety of ways to access information about what is happening in your building? | 56% | 50% | 74% | 67% | 92% | 55% | 79% | 68% | 33% | 90% |
| Do you find it easy to share your feedback with staff? | 74% | 83% | 81% | 94% | 94% | 59% | 79% | 81% | 67% | 85% |
| | | | | | | | | | | |
| Dining | | | | | | | | | | |
| Are the meals provided usually tasty and appetizing? | 46% | 62% | 63% | 63% | 63% | 45% | 82% | 66% | 63% | 94% |
| Are the meals provided healthy for you? | 54% | 72% | 82% | 81% | 69% | 70% | 89% | 77% | 75% | 89% |
| Do you feel the meals provided meet your dietary needs? | 68% | 84% | 68% | 80% | 63% | 59% | 79% | 80% | 75% | 89% |
| Is there enough variety in the meals offered to you? | 59% | 62% | 73% | 73% | 65% | 60% | 75% | 71% | 67% | 94% |
| Are the dining staff friendly and courteous to you? | 92% | 84% | 90% | 96% | 96% | 85% | 100% | 93% | 100% | 94% |
| Do you enjoy the dining experience? | 76% | 70% | 85% | 83% | 92% | 70% | 82% | 95% | 75% | 94% |
| | | | | | | | | | | |
| Housekeeping | | | | | | | | | | |
| Are you satisfied with your weekly housekeeping services? | 86% | 97% | 95% | 87% | 96% | 90% | 93% | 96% | 71% | 94% |
| Do you feel housekeeping staff respect your personal belongings? | 94% | 100% | 87% | 98% | 98% | 90% | 100% | 98% | 79% | 100% |
| When you request additional supplies do you get them? | 97% | 97% | 90% | 95% | 100% | 89% | 93% | 95% | 90% | 94% |
| Do you know who to talk to if you need additional supplies? | 84% | 94% | 92% | 96% | 96% | 89% | 100% | 94% | 100% | 94% |
| Are housekeeping staff friendly and courteous to you? | 94% | 97% | 92% | 96% | 100% | 100% | 96% | 100% | 96% | 94% |
| | | | | | | | | | | |

Resident Experience Survey

| Survey Questions | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Place | Pleasantview Place | Queen Alexandra | Roslyn Place | Virginia Park Place | Sakaw Terrace |
|--|---------------|---------------|---------------|------------------|----------------|--------------------|-----------------|--------------|---------------------|---------------|
| Personal Safety and Security | | | | | | | | | | |
| Do you feel that this is a safe building? | 95% | 92% | 90% | 98% | 100% | 95% | 96% | 98% | 83% | 100% |
| Do you feel safe living here? | 92% | 97% | 92% | 98% | 100% | 100% | 96% | 100% | 88% | 100% |
| Do you feel safe in your unit? | 95% | 100% | 90% | 100% | 100% | 100% | 96% | 100% | 88% | 100% |
| Do you feel that your personal belongings are safe in your unit? | 86% | 97% | 87% | 96% | 98% | 95% | 100% | 93% | 75% | 100% |
| Do you know what to do in case of an emergency in your building? | 92% | 95% | 90% | 100% | 98% | 95% | 96% | 89% | 88% | 95% |
| Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe? | 92% | 89% | 92% | 98% | 100% | 100% | 96% | 98% | 83% | 95% |
| | | | | | | | | | | |
| Building Maintenance | | | | | | | | | | |
| Are you satisfied with the overall maintenance of the building you are living in? | 89% | 95% | 95% | 98% | 96% | 86% | 96% | 98% | 88% | 100% |
| Are you satisfied with the overall maintenance of the interior of the building you are living in? | 75% | 92% | 97% | 98% | 98% | 86% | 96% | 98% | 88% | 100% |
| Are you satisfied with the overall maintenance of the exterior of the building you are living in? | 88% | 97% | 97% | 98% | 100% | 85% | 89% | 95% | 88% | 95% |
| Is it easy for you to get maintenance done in your unit? | 91% | 91% | 89% | 96% | 94% | 100% | 96% | 96% | 83% | 95% |
| Do you feel maintenance issues are responded to in a reasonable time during posted office hours? | 91% | 89% | 86% | 96% | 90% | 95% | 96% | 98% | 87% | 95% |
| Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours? | 82% | 82% | 81% | 94% | 85% | 100% | 93% | 93% | 87% | 95% |
| Are you provided with proper notice by maintenance staff before they enter your unit? | 91% | 100% | 97% | 100% | 98% | 100% | 93% | 100% | 96% | 100% |
| Are the maintenance staff friendly and courteous when they are working in your unit? | 94% | 100% | 97% | 100% | 98% | 100% | 100% | 100% | 100% | 100% |

Resident Experience Survey

| Survey Questions | Beverly Place | Kiwanis Place | McQueen Place | Meadowlark Place | Ottewell Place | Pleasantview Place | Queen Alexandra | Rosslyn Place | Virginia Park Place | Sakaw Terrace |
|---|---------------|---------------|---------------|------------------|----------------|--------------------|-----------------|---------------|---------------------|---------------|
| Recreation | | | | | | | | | | |
| Are you interested in the recreation programs being offered? | 32% | 51% | 51% | 65% | 77% | 47% | 22% | 49% | 38% | 89% |
| Do you like the variety in recreation activities offered? | 49% | 60% | 64% | 67% | 77% | 72% | 65% | 68% | 38% | 89% |
| Do you know what recreation activities are happening each day? | 61% | 94% | 77% | 85% | 90% | 83% | 74% | 80% | 86% | 94% |
| | | | | | | | | | | |
| Recreation Continued | | | | | | | | | | |
| Do you feel encouraged by staff to participate in the recreation activities? | 65% | 73% | 63% | 93% | 88% | 72% | 70% | 69% | 74% | 89% |
| Do you enjoy gathering and socializing with others? | 56% | 78% | 71% | 79% | 90% | 58% | 50% | 80% | 78% | 83% |
| Do you think participating in the recreation activities provided improves your quality of life? | 71% | 60% | 74% | 74% | 88% | 58% | 52% | 83% | 76% | 72% |
| Do you think staff make reasonable efforts to make you feel welcomed to participate in the different activities within your building? | 83% | 97% | 82% | 93% | 90% | 78% | 85% | 90% | 89% | 83% |
| Do you feel welcome to participate in recreation activities by the other residents? | 63% | 97% | 63% | 93% | 90% | 56% | 62% | 65% | 75% | 94% |
| Do you want more special events that includes family participation? | 41% | 52% | 35% | 43% | 56% | 50% | 15% | 47% | 38% | 61% |
| Do you feel respected by the volunteers who support the Recreation activities? | 84% | 97% | 95% | 90% | 88% | 84% | 90% | 94% | 83% | 89% |
| Are you told about volunteer opportunities available to you here? | 47% | 68% | 56% | 68% | 92% | 67% | 26% | 55% | 20% | 72% |
| 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? | 77% | 95% | 82% | 85% | 96% | 75% | 81% | 81% | 87% | 100% |
| Do you receive the monthly activity calendar and site newsletter? | 97% | 97% | 97% | 92% | 100% | 100% | 96% | 89% | 78% | 100% |
| Do you find the month activity calendar and site newsletter useful? | 91% | 86% | 92% | 96% | 96% | 100% | 78% | 88% | 86% | 100% |
| Are you encouraged to provide feedback on activities? | 62% | 77% | 73% | 90% | 84% | 53% | 44% | 62% | 56% | 83% |

Tenant Experience Survey

| | Ansgar | Avenwood | Barvinok | Bateman | Britannia | Buchanan | Canora | Cathedral | Fr Hannas | Gateway | Golden Homes | Grace Garden | Groat House | Highland | Kiwanis | Knox-Met | Londonderry | Montgomery | Mountwood | Ottewell | Pleasantview | Porta Place | Rosslyn Apartments | Rosslyn Terrace | Sakaw Terrace | St. Josaphat's | St. Nicholas | Strathcona | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn | | |
|--|--------|----------|----------|---------|-----------|----------|--------|-----------|-----------|---------|--------------|--------------|-------------|----------|---------|----------|-------------|------------|-----------|----------|--------------|-------------|--------------------|-----------------|---------------|----------------|--------------|------------|--------------|------------------|---------------|----------|--|--|
| Staff Engagement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Do you feel respected by staff? | 81% | 94% | 100% | 85% | 97% | 75% | 76% | 98% | 84% | 100% | 75% | 100% | 96% | 48% | 100% | 97% | 76% | 87% | 100% | 90% | 82% | 74% | 83% | 92% | 98% | 95% | 83% | 96% | 69% | 93% | 89% | 92% | | |
| Are you treated fairly by staff? | 87% | 88% | 100% | 88% | 94% | 75% | 72% | 91% | 89% | 95% | 67% | 100% | 100% | 76% | 100% | 91% | 82% | 93% | 100% | 93% | 87% | 74% | 83% | 96% | 94% | 95% | 82% | 94% | 69% | 85% | 88% | 89% | | |
| Do you feel staff respect your privacy? | 88% | 89% | 100% | 77% | 94% | 100% | 78% | 91% | 89% | 100% | 100% | 100% | 92% | 91% | 100% | 94% | 85% | 95% | 100% | 90% | 88% | 81% | 88% | 92% | 100% | 95% | 78% | 94% | 84% | 86% | 92% | 93% | | |
| Are you comfortable talking with staff about your concern(s)? | 69% | 56% | 100% | 69% | 87% | 88% | 68% | 84% | 74% | 95% | 82% | 87% | 86% | 73% | 88% | 88% | 64% | 73% | 90% | 81% | 67% | 68% | 63% | 75% | 94% | 85% | 72% | 87% | 50% | 93% | 77% | 87% | | |
| Do you feel staff try to address your concern(s)? | 68% | 53% | 78% | 68% | 87% | 63% | 65% | 88% | 63% | 90% | 45% | 93% | 83% | 58% | 75% | 91% | 64% | 75% | 90% | 87% | 68% | 61% | 43% | 71% | 96% | 78% | 76% | 86% | 58% | 77% | 77% | 83% | | |
| Do you feel staff try to keep residents informed about what is happening in the building? | 76% | 67% | 78% | 69% | 55% | 71% | 74% | 83% | 68% | 95% | 55% | 73% | 83% | 58% | 100% | 21% | 68% | 76% | 80% | 72% | 67% | 65% | 57% | 54% | 94% | 72% | 89% | 77% | 64% | 62% | 81% | 83% | | |
| Do you feel you have a variety of ways to access information about what is happening in your building? | 63% | 71% | 88% | 60% | 60% | 63% | 65% | 65% | 68% | 86% | 55% | 79% | 50% | 59% | 88% | 74% | 55% | 61% | 80% | 68% | 61% | 53% | 48% | 39% | 80% | 62% | 72% | 70% | 40% | 57% | 65% | 79% | | |
| Do you find it easy to share your feedback with staff? | 67% | 56% | 88% | 69% | 70% | 38% | 62% | 74% | 76% | 95% | 50% | 60% | 65% | 64% | 100% | 79% | 48% | 61% | 90% | 67% | 60% | 57% | 43% | 63% | 84% | 74% | 67% | 79% | 50% | 85% | 68% | 83% | | |

Tenant Experience Survey

| | Ansgar | Avenwood | Barvinok | Bateman | Britannia | Buchanan | Canora | Cathedral | Fr Hannas | Gateway | Golden Homes | Grace Garden | Groat House | Highland | Kiwanis | Knox-Met | Londonderry | Montgomery | Mountwood | Ottewell | Pleasantview | Porta Place | Rosslyn Apartments | Rosslyn Terrace | Sakaw Terrace | St. Josaphat's | St. Nicholas | Strathcona | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn | |
|---|--------|----------|----------|---------|-----------|----------|--------|-----------|-----------|---------|--------------|--------------|-------------|----------|---------|----------|-------------|------------|-----------|----------|--------------|-------------|--------------------|-----------------|---------------|----------------|--------------|------------|--------------|------------------|---------------|----------|--|
| Personal Safety & Security | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Do you feel that this is a safe building? | 76% | 89% | 100% | 84% | 90% | 86% | 86% | 86% | 84% | 95% | 83% | 93% | 100% | 91% | 100% | 91% | 91% | 86% | 90% | 97% | 84% | 90% | 83% | 96% | 98% | 71% | 88% | 77% | 88% | 79% | 96% | 89% | |
| Do you feel safe living here? | 83% | 83% | 100% | 84% | 94% | 100% | 84% | 88% | 89% | 95% | 83% | 100% | 100% | 94% | 100% | 100% | 94% | 90% | 100% | 97% | 81% | 94% | 88% | 100% | 98% | 84% | 94% | 82% | 88% | 79% | 98% | 94% | |
| Do you feel safe in your unit? | 92% | 94% | 100% | 92% | 97% | 100% | 94% | 95% | 89% | 100% | 83% | 100% | 96% | 97% | 100% | 100% | 100% | 93% | 100% | 97% | 89% | 97% | 92% | 100% | 100% | 95% | 94% | 84% | 92% | 79% | 98% | 95% | |
| Do you feel that your personal belongings are safe in your unit? | 90% | 100% | 100% | 84% | 97% | 100% | 94% | 95% | 95% | 91% | 83% | 93% | 96% | 88% | 100% | 100% | 100% | 93% | 100% | 97% | 91% | 94% | 79% | 100% | 98% | 82% | 94% | 85% | 77% | 86% | 92% | 93% | |
| Do you know what to do in case of an emergency in your building? | 89% | 88% | 89% | 92% | 97% | 100% | 98% | 93% | 95% | 100% | 100% | 93% | 96% | 79% | 100% | 97% | 94% | 94% | 90% | 90% | 87% | 84% | 92% | 92% | 87% | 92% | 100% | 93% | 88% | 93% | 94% | 89% | |
| Do you feel GEF Seniors Housing takes reasonable steps to keep the building safe? | 79% | 100% | 100% | 88% | 87% | 75% | 84% | 88% | 84% | 95% | 70% | 93% | 96% | 88% | 88% | 97% | 92% | 88% | 100% | 97% | 87% | 87% | 83% | 100% | 96% | 89% | 94% | 79% | 69% | 79% | 90% | 95% | |

Tenant Experience Survey

| | Ansgar | Avenwood | Barvinok | Bateman | Britannia | Buchanan | Canora | Cathedral | Fr Hannas | Gateway | Golden Homes | Grace Garden | Groat House | Highland | Kiwanis | Knox-Met | Londonderry | Montgomery | Mountwood | Ottewell | Pleasantview | Porta Place | Rossllyn Apartments | Rossllyn Terrace | Sakaw Terrace | St. Josaphat's | St. Nicholas | Strathcona | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn | | | |
|--|--------|----------|----------|---------|-----------|----------|--------|-----------|-----------|---------|--------------|--------------|-------------|----------|---------|----------|-------------|------------|-----------|----------|--------------|-------------|---------------------|------------------|---------------|----------------|--------------|------------|--------------|------------------|---------------|----------|--|--|--|
| Building Maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are you satisfied with the overall maintenance of the building you are living in? | 82% | 59% | 90% | 92% | 80% | 50% | 86% | 81% | 89% | 91% | 25% | 87% | 64% | 78% | 88% | 97% | 89% | 75% | 100% | 90% | 86% | 80% | 83% | 96% | 100% | 85% | 94% | 88% | 50% | 79% | 86% | 94% | | | |
| Are you satisfied with the overall maintenance of the interior of the building you are living in? | 77% | 71% | 90% | 83% | 83% | 50% | 90% | 88% | 94% | 100% | 50% | 87% | 57% | 70% | 88% | 91% | 89% | 72% | 100% | 97% | 69% | 83% | 79% | 96% | 100% | 74% | 94% | 89% | 64% | 86% | 84% | 87% | | | |
| Are you satisfied with the overall maintenance of the exterior of the building you are living in? | 90% | 61% | 90% | 75% | 93% | 63% | 86% | 88% | 67% | 91% | 45% | 73% | 86% | 88% | 88% | 85% | 88% | 84% | 100% | 90% | 81% | 87% | 83% | 96% | 96% | 84% | 89% | 85% | 38% | 77% | 82% | 80% | | | |
| Is it easy for you to get maintenance done in your unit? | 84% | 53% | 89% | 92% | 79% | 38% | 91% | 85% | 83% | 100% | 58% | 93% | 79% | 79% | 100% | 94% | 92% | 82% | 100% | 93% | 95% | 71% | 75% | 92% | 98% | 89% | 76% | 84% | 92% | 71% | 80% | 91% | | | |
| Do you feel maintenance issues are responded to in a reasonable time during posted office hours? | 84% | 56% | 89% | 92% | 79% | 75% | 87% | 85% | 83% | 95% | 50% | 100% | 71% | 74% | 88% | 100% | 88% | 80% | 100% | 90% | 93% | 68% | 68% | 87% | 98% | 89% | 76% | 90% | 84% | 77% | 88% | 94% | | | |
| Do you feel maintenance issues are responded to in a reasonable time outside of the posted office hours? | 81% | 65% | 88% | 92% | 83% | 71% | 85% | 81% | 88% | 90% | 64% | 92% | 68% | 72% | 57% | 100% | 81% | 76% | 100% | 79% | 88% | 68% | 65% | 84% | 89% | 78% | 75% | 85% | 75% | 83% | 81% | 94% | | | |
| Are you provided with proper notice by maintenance staff before they enter your unit? | 95% | 94% | 100% | 96% | 90% | 100% | 98% | 90% | 100% | 95% | 92% | 100% | 96% | 82% | 100% | 100% | 97% | 92% | 100% | 90% | 100% | 93% | 75% | 100% | 96% | 93% | 88% | 98% | 96% | 92% | 98% | 94% | | | |
| Are the maintenance staff friendly and courteous when they are working in your unit? | 96% | 89% | 100% | 100% | 97% | 100% | 96% | 98% | 100% | 100% | 100% | 100% | 92% | 97% | 100% | 100% | 97% | 93% | 100% | 100% | 99% | 97% | 100% | 100% | 100% | 95% | 94% | 99% | 92% | 85% | 96% | 99% | | | |

Tenant Experience Survey

| | Ansgar | Avenwood | Barvinok | Bateman | Britannia | Buchanan | Canora | Cathedral | Fr Hannas | Gateway | Golden Homes | Grace Garden | Groat House | Highland | Kiwanis | Knox-Met | Londonderry | Montgomery | Mountwood | Ottewell | Pleasantview | Porta Place | Rossllyn Apartments | Rossllyn Terrace | Sakaw Terrace | St. Josaphat's | St. Nicholas | Strathcona | Trinity Hall | Trinity Lutheran | Virginia Park | Westlawn | | | |
|---|--------|----------|----------|---------|-----------|----------|--------|-----------|-----------|---------|--------------|--------------|-------------|----------|---------|----------|-------------|------------|-----------|----------|--------------|-------------|---------------------|------------------|---------------|----------------|--------------|------------|--------------|------------------|---------------|----------|--|--|--|
| Socialization Activities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Are tenants provided appropriate resources to help them to plan and initiate tenant socialization activities? | 66% | 53% | 60% | 73% | 85% | 75% | 64% | 81% | 50% | 90% | 44% | 75% | 67% | 57% | 100% | 69% | 61% | 78% | 100% | 72% | 81% | 70% | 64% | 62% | 92% | 69% | 63% | 73% | 57% | 77% | 79% | 73% | | | |
| Are you able to live your life as you want to? | 79% | 76% | 90% | 84% | 90% | 100% | 79% | 78% | 72% | 95% | 92% | 100% | 91% | 91% | 100% | 85% | 88% | 88% | 100% | 90% | 84% | 74% | 91% | 91% | 80% | 80% | 71% | 67% | 84% | 86% | 91% | 87% | | | |
| Do you feel welcomed to participate in social activities in the building with other tenants? | 67% | 76% | 90% | 68% | 89% | 75% | 77% | 88% | 76% | 95% | 67% | 92% | 74% | 82% | 75% | 90% | 73% | 79% | 80% | 87% | 84% | 76% | 78% | 92% | 94% | 76% | 82% | 68% | 80% | 93% | 79% | 85% | | | |
| Are you made aware of available volunteer activities in your community? | 61% | 71% | 70% | 48% | 85% | 75% | 67% | 68% | 61% | 76% | 50% | 71% | 62% | 61% | 88% | 68% | 67% | 77% | 50% | 68% | 72% | 55% | 33% | 88% | 61% | 68% | 53% | 69% | 43% | 83% | 72% | 73% | | | |

Appendix 3: Summary of Qualitative Responses

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

PLEASANTVIEW PLACE

| Staff Engagement |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Afraid to share feedback with staff because they don't want to be seen as complainer. |
| Everyone that works here are good people. |
| Helpful with some little things. |
| Respect people and you should be respected back. |
| Before they had students come to do massages for people with pain - wish to have that back as it would be helpful. |
| People in lodges don't have transportation so to get to the mall they take taxi - would be helpful if there was a bus. |
| Yes, get a new manager and I am not the only one |

| Dining |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 1. meal service not organized. On a scale of 1-10 it is a 4 2. meals served before a drink comes. Not good 3. Run out of some before it's your turn 4. Don't always get the food you asked for. Hot dogs - bun and onions, no wieners. Frozen corn on the cob Too many newcomers. You don't understand them; they don't understand you. |
| Depends on the food - often the same meals and not always tasty. |
| Doesn't eat meat - limited options, is a diabetic - having diabetic friendly meals would be nice. People blow their noses during meal - makes the resident feel uncomfortable. |
| Is vegetarian so there isn't a lot variety. |
| Sometimes food is cold when served. |
| The staff are always friendly. |
| There is a lot of food I can't eat. That way I have to go in a apartment. |
| Yes, spend about ½ hour in instructions to make them more comfortable |

| Housekeeping |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Yes, make me feel I "own" a room. Instead of being a petitioner. |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Has had items stolen from room - like leather planner and a tablet. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Can often smell smoke and drugs. |
| We have had a problem with hot water for the last 2 years there is a lot of water lost at times to get hot water sometimes it takes 1 1/2 minutes to get it hot. |

| |
|---|
| Recreation Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Good that they have daily activities. |
| I like it the way it is. Maybe more variety would be nice. |
| Wants more activities like going to movies and shopping. |
| When you attend a gathering you always find that this seat is taken and go to a table and the same thing it makes it hard to participate at suppers and birthday parties and social events so I stay home |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

SAKAW TERRACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| "If" and "when" were to be taken by an ambulance to a hospital, I would expect someone from Sakaw to inform my family of the situation and which hospital I was in as soon as possible. |
| This covid isolation has increased my depression, loneliness, and lowered self-esteem. Revise all of the Sage book information and GEF brochure information in order to explain the truth about gef policy in calculating the rent for each unit. Gef does not adhere by maximum income \$35000 for subsidized units. Tell the truth. |

| Dining |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 4pm is way too early to eat supper. Perhaps residents who have been here the longest should receive priority in seating arrangements instead of those who have just moved in. -Less fried and greasy foods especially for those diabetics. |
| wants more Indian food |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 1. More electrical outlets are necessary around the walls of units. 2. Parkings stalls must be wider so that car doors can be opened without hitting the vehicles on each side. 3. More snow removal in parking lot 4.Room requires many extension cords and power bars for table fans, computer, etc. |
| minor issues such as lightbulbs, no major issues such as ventilation or temperature |
| Wants the windows to open more |
| If GEF spent half the money on air conditioning as they did on heat this place would be a paradise. No need for the underground parkade to be 23-24 degrees or for the lodge rooms to be a constant 25-26 degrees, totally uncomfortable. Better design for the building would be to have the main level space for business that are open to the general public and residents ie, medical clinic, pharmacy, hair salon, liquor store etc. |

| Recreation Activities |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Does not take part in many activities due to restricted mobility |
| There are cliques already formed which are not that welcoming to newcomers. Pre-coronavirus activities were open and welcoming. Now with sign-up sheets, etc. the activities are fewer and more restrictive. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

KNOX-MET MANOR

| Staff Engagement |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I truly mean no disrespect in any of my comments. I believe when there is new staff that starts, it takes a while to get used to the way they can please everyone. I can tell you sincerely - you will never please everyone (there are roughly 80 people here, each with their own opinions and personalities to how things should be done. This is our home and the air quality is very important and yet some people think nothing of "weed" between 1 and 2 am. Not every night but when that smoke comes in, there is no way that you are going to sleep. |
| Tenants would really like to have their social activities while being socially distanced. Tenants have been really frustrated and would like to meet with someone from GEF central. They say that they are not children and that they are tired of being treated that way. Additionally, they say they know how to socially distance and clean in order to be able to do these activities. Also, they think that management needs more training on how to treat tenants. They say that they treat tenants as if the tenants must serve GEF workers and not the other way around. They would like pets to be allowed. All of these rules makes them feel like children. |
| Some staff are very respectful. Others speak down to you and treat the tenants as if they need to be told what and how to do all. We only have office hours 2/3 hours once a week so little to no interaction happens. |
| I would like to see the office staff spend more time in here as all we are getting is 2 hours a week and they always have other things to do and not enough time to spend with the tenants. (X 2) |
| The staff should realize that we are individuals with intelligence. Therefore, to be told "it is none of your business" is very rude. There should be more interaction with us seniors. No more "I don't know." |
| <site staff> is great. I'm new so don't feel qualified to answer here. So far so good. |
| I notice a definite change for the better in the many by which staff interacts with me and most tenants. |
| The staff are doing a great job!! |
| I am still very involved with my family so that keeps me optimistic and feeling loved and busy. Also, I have my health. I am very happy so far. |
| I am very happy here. |
| The modern granny is for the most part really "until it" and cannot abide to be patronized! |
| The only thing that bothers me is the noise level day and night.. However, that's my own fault as I asked for a sunny south window. LOL. I feel everyone I approach is friendly and helpful and I feel extra-ordinarily safe here. I will happily spend the rest of my life here. |
| The staff and building are very nice and my apartment is very comfortable. |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I love my apartment and all of the nice people here. I never say anything negative to them. As long as I am able to cook a nice meal for them and they know that I love them and they children. As well as try to be cheerful all the time so that they don't have to worry about me. I know its hard for the new staff, it takes a while to feel comfortable in a new position. We shall all be fine. If necessary, theres always 911!! There are some of us who are allergic to weed and yet between 1 and 2am someone is doing their own thing with no consideration of those who cannot tolerate it because of allergies. It comes in through the air vent systemin and there is no way to stop it. I would suggest they to try taking the medicinal kind of oil. It doesn't pollute the air. Thank you. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| One item is unsatisfactory at the corporate level. At the end of March 2019, I was told I would be a guinea pig for the installation of new windows in my unit. I was assured this would be completed within 10 days time. The whole window exercise had been a farce. With various problems unforeseen by GEF and its contractors. Today, August 18th, 2020, the final installation is still incomplete. SHAME! |
| House cleaning is good and maintenance staff are courteous and friendly. |
| I would like to say that I am extremely impressed with the cleanliness of our building. <site staff> is just incredible and is friendly as well. Of course we all miss her, due to the pandemic. |
| Impressed with <site staff> and <site staff>. Sniffer dog felt invasive, but I understand can appreciate the need. Was very, very disappointed with window washer. He did not use a squeegee. Just water so window is spotty and I was looking forward to having a clean window. |
| Clean windows more often. |
| Install the pull down curtains in my unit windows. Its been 17 months since GEF started the window bonn dazzle. Please!! |
| My problems are with the noisy radiator which were dealt with promptly and pleasantly by <site staff>. Problem seems to have cleared up. |
| If budget allows, please remove asbestos flooring in suite and replace with appropriate material. |

| Socialization Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Covid put a crimp on these questions. |
| Hard for me to comment as "I do my own thing." I am aware, however, that there is much interest in casino outings. The population is changing here and tenants are generally younger. |
| Have one person on each floor to welcome newcomers and provide answers to their questions. Naturally discretion is of the utmost importance but this person could take newcomer to each door to introduce them to other tenants. |
| In the past, before GEF took over the management of know-met, we tenants self-organized many social functions including potlucks. When GEF took over we were instructed by the new manager at that time, that potlucks were not permitted unless all the persons contributing food had a chef's diploma on equivalent. ABSURD. Pissing us off completely. |
| Need more planned activities for this building. |
| Suggestions followed up or the social committee to organize volunteers, i.e., decorating. Need more volunteers. |
| Mental stimulation is lacking. Bingo is essential for socialization, but something for the mind would be appreciated. Occasional guest speakers on current issues is one suggestion as well as language lessons. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

PLEASANTVIEW PLACE

Staff Engagement

Is there anything you would like to add or suggestions you may have for improvement(s)?

I can't imagine why a person would want with this if they didn't love doing it. I have no solutions or ideas.

I know the staff are limited as to what they are allowed to be able to do, as I'm sure head office dictates to them as to what they are allowed to do.

Open House Tour of whole building to orientate ourselves to building

Some staff in the dining room should receive English training

There is language barrier when i talk to the staff, as I do not speak fluent English

Easier to share with certain staff members.

I feel like there are fewer ways to access information since C-19

I think your evening office lady, who is amazing, should have a binder of handouts given to tenants for reference. I may request some clarification about this information when I return home daily around 730PM. It would help if she could see what I'm reading and asking about.

More open discussion at meetings.

Put the tenants birthdays on the back of the newsletter.

Feel that they should know about the outbreak going on in the building right away. Wasn't given notice about water shut off - not told ahead of time. Feedback is not always responded to.

Could have done a better job informing resident about quarantining before she moved in.

During times when water is off. The only way to find out is a notice by the elevator if you don't go out that day you have no way of knowing

They kept us more informed prior to covid-19 with the monthly meetings.

A person in staff member was not much of help, always tried to ignore pleading help from a senior in wheelchair. The rest of the staff are helpful

The office does not do anything when we complain about people smoking in their units.

Receptionist should have a private room so nobody can hear.

Some staff are very abrupt

Excellent staff

Good place. Good people.

I am satisfied and thank you!

Pre-covid we had regular information meetings. The people I deal with most are reception, maintenance, and recreation. They are all excellent and work very hard.

There is a particular office worker they do not like and they feel that this person should be fired. (but they did not specify who it was)

They don't do nothing - just get paycheck and go home, don't care for old people

If staff would do improvements asked for, not look at you Some staff have poor manners, as if you were a dog

Problems that they give office are often forgotten or ignored. Sometimes feel like children because they aren't told whats going to happen in the building.

Respect from office, truth not lies

Smoking room often has too many people. Lots of people ignore notices that are posted.

We have caring managers and great staff.

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Maybe a safety course, fire, personal protection, etc. |
| Office should follow rules as well. Nobody should smoke in buildings and wear masks in common room. |
| Nothing is 100% safe. Some people are smoking in the building. Secondhand smoke is entering my unit. |
| Do not know all emergency protocol because the employee they talked to was rude. |
| Please explain what to do in an emergency, I don't know |
| Recent fire drill was changed by the time a wheelchair bound senior got out of her room the door (entrance/exit) was locked it was so heavy for a senior/wheelchair person to push the door open, in the past there was a staff member who stood by the door to hold it open. Why has this change happened? I got an explanation but it still makes no sense. |
| As for feeling safe in this building, I don't. There are too many people who let just anyone in before COVID hit. I never feel safe on the grounds coming home late in the evening. Also people are walking around here without masks, and not knowing who they've been in contact with and if they are compromised. Also a lady came back from the states and did not self isolate and was free to walk around in this building, which I think that it should be regulated especially in a building with people who are compromised, and it's against the law. |
| Sometimes people get a little bit sloppy with door and people try to sneak in. |
| The electronic doors are opened so long there are often strangers able to enter without having to get access from a tenet or resident |
| Need evening and weekend security. |
| Door stays open for too long. At night time it should be close quicker. Weekends have no security - have to ask kitchen people. Wasn't aware that backdoors sign alarm at night. At night if you have a medical emergency ambulance people have a hard time getting in if the kitchen staff is in charge of security. |
| During this covid, I have noticed some residents do not wear masks when they are out of their units. i think building management should make this mandatory. Especially in the laundry room |
| We are all seniors... with the pandemic staff has implemented rules. Which I am grateful for, however, I am a smoker. We have 2 chairs in the shack that say 2 at a time 10 minutes at a time which is fair. The only time I an go down is between 5-6 am. There are several people that disregard this and sit there for hours at a time. I pay rent too and between 9:25-10 pm I sit in my car because the same people are there for the whole time. Management doesn't enforce their regulations. We all have health issues but respect and consideration does not come into play. |
| During COVID-19 I feel that GEF has not protected us. As a tenant I feel very safe at this time |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| <site staff> is excellent. Carpets need to be replaced. |
| A lot of water wasted. Get the hot water fixed once and for all. It takes to long to get hot water in the bathroom sink. When are we going to get our windows cleaned, soon I hope. |
| Carpet shampooing, spot cleaning, (will pay!) |
| Could be more snow removal. Exceptional here, but head office has poor response. My apartment flooded from above and it took five months for a person from head office to come and assess the damages. It will take another several months before repairs will be completed. It has been a very stressful time for me not knowing if my health has been or will be affected. I find it hard to understand such complacency. |
| Interior and exterior could use some updating. |
| Sometimes the elevators are not working which is very inconvenient |
| The 24-7 noise from the fan unit on roof makes things difficult |
| The unit door is way too hard to open |
| With the amount of water breaks in this building it makes me wonder just how much mold is in this building. Also the fresh air vents are disgustingly filthy and greasy and that black grease works its way all around the doors of our apartments and onto the floor. It doesn't look like the filters have been changed in years, and we are breathing that |

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| stuff in. |
| Maintenance staff are really good, they always do what they can |
| They are great - no problems. (X 4) |
| I would like to see access to use some hand tools. e.g. hammer, drill, bits, etc. |
| If you have security for the parking they should only come by once in an hour (It may not be that way.) |
| Often forget to respond to maintenance problems. Winter time parking lot is bad- not shoveled. |
| RE: Flower garden yard. It would be nice to have a person to be oversee to look after the grounds. Us seniors like to help but not on a constant basis. We have done our share in our lives. We enjoy helping! |
| Sometimes there is difficulty communicating with E.S.L. Staff in off hours |
| Please cut down the Elm tree because it makes a big mess in spring/fall. Should be watering flowers more often. |
| I have an issue with my washroom sink, the white ceramic has broken and it needs to be fixed or replaced. I have addressed this since last year but nothing has been done |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Activities could be explained a bit better. |
| Because of COVID things have been limited. Otherwise, good entertainment. |
| Fully open up the building |
| More communication about activities. More discussion over ideas. Pub nights, musical get togethers. Definitely lacking the past few years - not the same. |
| More pub nights, just not on Wednesday |
| Quite often there are trips that I would like to take on the bus, but because I have severe allergies to any perfumed substance I am unable to go. I asked some time ago if people could be asked not to wear perfume or aftershave on these trips and was told absolutely not. There's no reason that these persons can't go without perfumed items for one day. |
| Sometimes where there is a sign-up sheet for field trips it is full before the notice goes up |
| With covid-29 sometimes things have to be cancelled. Also, I think more people should wear mask in the building at all times |
| Group Internet (\$) same as Group Insurance & Cable (X 3) |
| I am grateful - happy - satisfied - thank you! |
| I'm not the only person here who has tried to get in on some game, to be snubbed by the "elite" groups that have their own little "clique". My doctor had written a letter advising your office that I needed a cat for my well-being, and was told that a cat is not considered a service animal. It is a well known fact that "any" animal can be a service animal, not just dogs. I have owned a cat all my life and have lived in several apartments, a couple of townhouses, and a house and never had one complaint from management about damage or any messes left by said cat. Not only have I been isolated by COVID, but have suffered with severe headaches for 3 years and 8 months which confines me for days on end and having the company of a cat has always been soothing as well as being company. I had a cat when I moved into GEF and has to give her away which broke my heart. Even though I offered to pay a sizable damage deposit, I was refused. You are now allowing people in with a dog or cat but won't allow me to have one which I consider discrimination. Yes, clean the vents and fix up the apartments with fresh paint and decent flooring, the concrete under the carpeting has never been cured so I have a constant amount of dust in my place at all times. |
| Hard of hearing, answering phone, listening to audios, etc. News letter, deposited on the doors are a great idea, it's done |
| I just go day by day, there is always hope that there are better things ahead. Due to COVID-19 I due feel like I lack companionship sometimes. (X 2) |
| I like companionship now because of the virus. My only problem here is parking, it is very difficult to park. |
| It is very isolated right now due to covid-19 |

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| Others |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Printed Material or Email is fine |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

SAKAW TERRACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 1. Staff, maintenance personnel and prospective new tenants should respect the cleanliness of tenants' apartment by always wearing shoe booties when entering. It is the least courteous thing anyone can do when entering another persons' home. 2. Perhaps a suggestion box will help residents share their feedback sooner rather than waiting for a survey. |
| The question with "often" answers is because all policies are dictated by head office and staff is not part of decision making. |
| no manager present on the weekends |
| During initial quarantine just after a senior moves into the building, it would be helpful to have a welcome note slipped under the door or a visit at the door to make sure everything's okay. It is a scary, lonely time. |
| Information between lodge and apartment is different. |
| Would like to know the names of tenants moving out and those who have passed away - rather than leaving it posted by their families. When do, be sure to use the name used by the people here at Sakaw. And including a photo would help too-because there are more than one people with the same name |
| Staff cannot stop citing FOIP, tell residents another's name or unit #. Now, citing FOIP, those with birthdays etc. are no longer printed on a calendar, because outsiders would have access. Phone books, church directories are compiled with permission so why are we FOIP'd? you are freely posting pictures of residents regardless of having permission. |
| Our manager <site staff> has an excellent attitude and this is reflected throughout Sakaw terrace. I would also like to acknowledge the women who clean our hallways, etc. because they are always so pleasant and they make you feel good. Thank you for the opportunity to participate in this survey. How about another survey so we could provide you with our input regarding what we love about this lovely new building and any suggestions we have for it in terms of improvements when planning any new buildings. |
| The staff here is phenomenal - always pleasant and helpful. |
| Impressed that management make the effort to learn your first name and use it when addressing you. I find the front desk staff don't make the effort and always have their heads down, never say hi first and often act as if they're too busy to give you anything more then a curt reply. |
| I am very happy living here, thank you! |
| It would be helpful to receive all of the rules and regulations during first interview, before prospective tenant makes a decision. Personally, I found the long list rather overwhelming. However, I appreciate the fact that its meant in the best interest of the tenants. Thank you for the opportunity to share our views! |
| Meals are terrible |
| Should be allowed to leave the building for at least 48 hours without isolating |
| 10-14 people to an activity during the "flu" was inadequate in a building of 172 people |
| A suggestion of one extra fob key should be given for essential visitors like my son. It gives me peace of mind that when I call him in the middle of the night to assist me, he will be able to do so. I completely understand the need to maintain security of the building but hopefully this can be a consideration and privilege will be removed when it is abused. Thank you for the opportunity to provide this feedback. |
| Using laundry is not noisy, so why not before 8am or after 8pm? there are a number of people who like to go to the garden in Sherwood park, silver birch place, they have barrels. Those wanting to be responsible for a barrel are assigned one and their name placed on it. SBP purchases a bulk order which is delivered late may. Resident do "their" barrel. There should be no suggestion of charge for newsletters, calendars, etc. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Better training in case of fire, some staff look like they don't know what to do |
| Not 100% sure on what to do when you have to exit a building during an emergency |
| Perhaps clarity can be provided for residents who are independent but need help with mobility issues. Will they have help going down the stairwell? |
| What to do in emergency other than fire. |
| Better windows which do not need to be secured when ground floor residents are away. Windows which open more than 4 inches. Trees on west side planted too close to building - totally wrong kind for where they are! Too many - in 10 years they'd block too much light and invade balconies and scrape windows, not all doors will allow re-entry despite using a FOB. No one kept account of residents who exited building because of 5:30 AM fire alarm in march (no names list or person in charge), Residents needing walkers/wheelchairs should NOT be advised to go to stairwell, protocol says they should remain in suite with door unlocked, call 911 and report emergency and suite number. |
| My unit is on the ground level so sometimes at night I'm apprehensive that someone could climb onto the balcony and break into my unit. |
| I notice during the day, when the lobby is busy and there are people coming and going, that anyone could easily slip through front door and gain entrance to the building. Don't feel parking lot is lit sufficiently at night. A permanent 24/7 security guard would definitely add to the safety of the building. Plus when people are moving in and out there is nothing to prevent someone slipping in at that time. Maybe, family members who visit frequently can be given a laminated picture ID card that they have to present when visiting. I was upset to learn from other residents and not management, of the number of "incidents" around the building evolving drunks and drug addicts. In my opinion that information should have come from management along with what to do if approached outside by one of these individuals. |
| before covid there was nobody at the front desk after hours so people could get in and some did get in |
| I am aware that there have been attempts to intrude on the ground floor by porch door - the inside of the courtyard is somewhat hidden. From the beginning I felt somewhat apprehensive - not sure if it is safe to leave windows open at night but need the fresh air input in the hot weather months. |
| Because of negative experiences at Montgomery place due to the management there. One suggestion for future buildings- 2 would prefer more separations between independent living and lodge accommodations. Thank you. |
| Communication on all levels. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| A night light placed in front hallway and beside toilet which would aid using bathroom at night. Why the bedroom window can only be opened 4 inches is beyond me. A professional should be hired to deal with the pigeon problem. |
| More timely attention to batteries and light bulbs |
| <site staff> (our maintenance man) is prompt and always pleasant. HEALTH ISSUE?: On bathroom floor a white "clingy" type of dust gathers (not a loose type of dust.) I clean it every four days as I don't want to breath in it. Perhaps a late could test it to see just what we breathing in. May not be too costly. |
| Still waiting for someone to check our bathroom door. This was required at time of annual check up. Never did have anyone come to clean mess on our balcony, did it ourselves. Exterior maintenance - did not think a great job done in winter to keep front sidewalk entrance clean of snow and ice. |
| The hallway and lounge air conditioning has not been working for the past few days. Finally, on Friday, July 31st, a |

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| worker was seen on the roof near the air conditioner; however, as of 5:00 pm, the hallways are still hot. And, it's a long weekend! |
| On weekends there is an unreasonably long time to wait for certain incidents |
| Evening staff need to know who to call if smoke detectors beep constantly late at night - apartments should have all exterior windows washed - siding could use one too - Crank opening windows are horrible and knowing which way to turn (difficult to close and lots of potential to break when you cannot make crank turn to close). |
| 1. Sakaw Terrace has pigeon droppings issue on external balconies. This has affected multiple residents. Spikes have been suggested by staff but is not a long term solution. On the other hand, mesh nets are. They comes in various design and are also bird friendly. Residents can at least enjoy their balconies without having to deal with pigeon droppings. Please contact me for more details (7809355379). |
| I wasn't aware that there is assistance available in off hours. My fire alarm in my bedroom went off on friday night, long weekend so I lived with it beeping for days. |
| I would like to see the windows washed more often. I would like to be able to open the windows all the way. |
| minor issues such as lightbulbs, no major issues such as ventilation or temperature |
| Pigeon droppings are a major concern for me. I cannot enjoy my balcony. I can clean it with water but doing so will result in the tenant below me having water with droppings dripping into their balcony. Thankfully, whenever I have reported it, maintenance staff have been very helpful and have removed the droppings. Bird spikes, reflective ornaments, wooden owl statues have all been suggested but they are temporary solutions. My son has suggested installing bird nettings which are bird friendly. The nets are aesthetically neutral and does not hinder the view when one is sitting on the balcony. While there is a financial cost to this, it is a one time cost versus maintenance staff cost. Contact my son (Victor Lim) at 780.935.5379 for more information. |
| would appreciate large clusters of grass after mowing to be swept off |
| would like maintenance to leave a note when they come in and I am not home |
| Better air conditioning on the second floor, even in winter it is extremely warm |
| Would like some more colour in the units, pale yellow would look good. Frequently hot in the units, lights are too pale for reading, even with their own lights on |
| Air conditioning would be a big plus for this building. Outside of that, I am totally satisfied and thankful to have the opportunity to live in this excellent facility |
| If GEF spent half the money on air conditioning as they did on heat this place would be a paradise. No need for the underground parkade to be 23-24 degrees or for the lodge rooms to be a constant 25-26 degrees, totally uncomfortable. Better design for the building would be to have the main level space for business that are open to the general public and residents ie, medical clinic, pharmacy, hair salon, liquor store etc. |
| Increase water pressure |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Recent new charges for private dining room (or other areas) is a hidden rent increase - It was one of the amenities we could use of in becoming a resident - How would a 3 hour use of an area require 3 times the cleaning anyway? - Why, apparently, can a group of residents not hold a potluck meal after regular dining hours? - Why must only catered/purchased food be allowed? - Why should a resident lost money paid in advance should there be a conflict e.g.: schedule announced after an appointment made - why charge someone on waitlist who could take my place but refuse me selling my spot? double dip! - a cork bulletin board (like staff have) for tenant use for giveaway or sale items or whatever and placed at height suitable for ALL -laundry areas need somewhere to put hangers for shirts etc. - unless you'd prefer we use dryer doors -need more bookshelves and better books |
| Believes that the music that gets played at activities and events is outdated and more fit for her parents than her |
| Bring back the ability to buy soup at lunchtime |
| Cannot go to activities due to her medicines |
| I fully realize covid is a challenge for everyone. That GEF is doing there utmost to keep us all safe. Personally it has been a tough go. I think we should have been allowed one designated visitor into the independent apt. I rarely volunteer for anything. I am unaware it was my choice. |

No staff after supper to plan and/or initiate tenant socialization activities

Perhaps tenants could be encouraged to initiate activities a little more.

Someone to stop by and encourage participation

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

BARVINOK

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| More info on what is going on in our building. |
| I often feel Barvinok is forgotten or put last on the list. |
| There is one tenant in this building that continually has 3 vehicles parked together taking up space for tenants with mobility issues. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

PORTA PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| consult with seniors before making a change |
| Hire new management |
| Management does not know how to manage buildings or how to deal with people. |
| Some staff are rude, uncaring, and inept. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I am handicapped so if there is a fire than I will be trapped. |
| EHS ability to gain entry to building |
| I think we would all feel more secure if we were assured that emergency personnel could access the front door after hours, in order to gain entry to suites for 911 calls. Confusion and lost time can cost lives. |
| North entrance is not accessible for handicapped tenants |
| Brought up building fire and other safety concerns to the attention of an individual in the front end office of Portia Place having no extensive knowledge of building constriction there was fire and safety hazards left behind. Want an independent fire and safety walk through so we can have proper knowledge on the procedures. There is no such thing as an accident, an accident is a set of circumstances waiting to happen when you remove the circumstances you remove the accident. The person at the front office has asked me to list the safety hazards has their list on their office. This life of safety hazards was completed a month ago. I understand the list is still in their office, safety hazards should have the most priority and should be attended to immediately. I brought these safety concerns to head office on 142 street when we received the data on the computer, I found the data to be outdated this is unacceptable when it comes to building safety. I live in an independent apartment. I would like to see a comity formed from residence in the building to work with management and GEF for the benefit and well being of all. I went to the GEF main office on 142 street and I discussed some of these building safety concern with a person I entrusted to be up to date and in full knowledge of the conditions of the building of Portia Place. I found that the computer screens are out dated and the data on the computers need updating for the well being of all tenants this needs immediate attention. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| We need handicap hardware on north entrance, doors to garbage and loading areas. |
| happy with the maintenance and the maintenance staff are all extremely friendly and courteous |
| doing the best they can with COVID |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I will be very happy when we can resume social activities, such as painting, crafts, exercise, and tai chi |
| not allowed to socialize |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

VIRGINIA PARK

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Your staff - except for one person who is condescending, etc. - are very kind and respectful and always helpful |
| Staff is excellent |
| Very good staff performance. |
| office staff does not know how to talk to seniors or even care about them. |
| I think they do well considering the restrictions on now |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Should be doing fire drills with tenants |
| Our safety has been compromised on many occasions and having people sleep in out entrances, etc. - mostly by homeless people. These occur during the night and there have been multiple requests for security to walk the grounds to discourage and catch them in this activity which puts us at risk. |
| Mandatory wearing masks outside of building, i.e. smoking tent, more social distancing, move smoking tent farther away or remove it. 3 metres. |
| On several occasions, someone walks our hallway in the middle of the night and at times has tried my door (which I locked). I was wide awake and did not dream this happened. It makes me nervous at times. |
| 1 more elevator |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I am concerned about the wood chips having spread and hope they would not catch fire if a cigarette was tossed on them. |
| Outside garbage disposal is terrible - Especially in winter |
| Build a ramp up the step to the garbage bin behind Plaza 1 - enlarge the print on all communications! |
| Get air conditioning and an ice machine |
| This is an excellent building. |
| Carpets are filthy in some areas |
| In my 8+ years, only 2 housekeeping staff have been efficient and conscientious <site staff> |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Due to many unnecessary restrictions, some which contradict each other. These questions are not applicable. |
| Excellent |
| There are a lot of rules when we want to approach staff since covid-19. So I try to avoid coming to the office. My problems are few thanks |
| I have felt isolated since March 15 - covid |
| Printed material or email. Better access to exercise equipment during pandemic |

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| Others |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Email or Printed Material work for me |
| Text message or printed material |
| Telephone - I am visually impaired. Make the calendar larger |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

BEVERLY PLACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Resident does not trust management anymore and feels that it is no longer worth it to speak up about concerns because they do not get addressed after 2 years of living here. Resident finds news and information is given to them late but not always. Resident is afraid to give feedback as they are afraid of getting backlash. Resident finds long term staff laughs at them when they tell them about their concerns. |
| Resident feels as though staff do not listen to residents or help them. |
| Resident feels very lonely at the residence, feels as though they have lost their friends. Resident feels very isolated. Resident cannot go to the support hospital for their mental illness because of the pandemic, finds it is very hard on their mental health. Male dining staff quite rude and lazy to resident on some occasions. |
| Resident likes staff a lot. |
| Resident says new management is more distant in the way that the management has started to be too rigid especially during the pandemic. Says that it is not an ideal situation. |
| Resident says staff are very busy a lot time so hard to get informed. |
| Resident wishes that they would know about the survey results. Resident says they will try to give their ideas and suggestions to staff but that they feel they do not do anything with those suggestions. |
| Resident would like to be more informed |
| Staff are pretty good. |
| Homecare staff need more training. |
| Misses their freedom from living alone. |
| Resident feels quite bored living here. Would like more tours outside the building. |
| Resident feels staff should be much more engaged and helpful. Resident says they are losing a lot of weight because of the food and stress. Would like to go to their daughters house to spend time with them. |
| Resident is quite impressed with staff here. |
| Resident is very happy living here. (X 3) |
| Resident says <site staff> are wonderful. Resident says another resident has been harassing them. Resident finds that GEF nickle & dimes you to death. |
| Resident was happy here till prices went up much higher. |

| Dining |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Misses the buffet as resident could choose their portions and what food they wanted - Need more dining staff as they cannot keep up - food is "blah" |
| Extremely small portions, repetitive meals, resident says food is cheap. Says dining staff rushes the resident out. |
| Fish is not good at all. Resident would like to see more green salads. |
| Food is a bit too spicy sometimes which causes issues for the resident. Food is also repetitive. |
| Food is not good and not cooked right. (X 2) |
| Food is repetitive at times and sometimes too much curry served during the week. |
| Food is too salty sometimes and dining staff needs a new trolley because the other one is too squeaky. Not enough vegetables. |
| Meals are not what they used to be, not as good. Meals are too repetitive. Would like more meat, vegetables, and potatoes. They are serving too many noodles. Finds the portions too big for themselves. Not always sure what they are eating. Staff is very good. |
| Meals are repetitive or too much spices. Half of the time the resident does not eat because they don't like it. Resident will put suggestions in the tip box and finds that they do not value their opinion. The variety of meals is not good. |

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| More fresh fruit and veggies. Food can be too spicy. Always looking for staff pushing a cart with condiments, beverages, etc. |
| Portions are too big.(X 2) |
| Portions are too small, meals not well done, food is burnt often, soup too salty, food too spicy. Bad quality and quantities of food. |
| Repetitive meals, some of the staff seem ingenuine. |
| Resident cannot eat too much salt and finds there is a little too much at times. Portions are quite large. |
| Resident gets sick everyday after supper. Resident does not like being served anymore. |
| Resident hopes that staff doesn't put too much salt in the food. (X 2) |
| Resident says that food quality is inconsistent so they won't eat it. Finds there is too much spicy foods. Would like more variety in fruits and veggies. Used to be more variety in food when it was a buffet, says that residents do not have much of choice. Since covid started and new residents have shown up, resident does not enjoy the dining experience as much. |
| Resident would like to see less pork and peas. |
| Soup was not good! |
| Better food and less pork and peas. Resident does not like being served preferred the buffet. |
| Resident says needs a better cook. |
| Resident would like a calendar with a menu for every day as they are allergic to shellfish and finds there is too much served. |
| Resident does not like when staff clear the dishes too early as it is not as enjoyable to eat when dishes are being put away. |

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| Housekeeping |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Excellent |
| <site staff> is very nice and does a really good job. |
| Needs to do more dusting. Resident says they have had things stolen from them. One time staff member dropped a toilet paper roll in the toilet but did not replace it. |
| Resident does not get their sheets and towels changed every week. |
| Resident had money missing. |
| Resident says they have had stuff go missing. Finds staff are touching things and putting things away. |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| More info for emergency procedures Feels GEF does not have a good budget Resident worries that if anything bad happened at night they would have a hard time getting a hold of staff |
| More information needed for emergency procedures. |
| Resident is afraid as they are on the third floor if ever there was a fire. They feel quite anxious about it all the time. Resident had their apple watch get stolen, felt as though someone invaded their privacy and they were not sure what to do. Staff did not help very much during that incident. |
| Resident is scared at night because they feel that kitchen staff do not know what to do if there was an emergency. Needs more staff. |
| Resident says ramp on the way to dining room is too steep. |
| Resident sometimes feels that this building should have a security guard. |
| Resident worries a bit about how they would do in a fire. |

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|---|
| Resident would like for staff to sign in and out when they enter their room so that they know who has been there. Could be better security such as cameras. |
| Sometimes item go missing in resident's room. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Bathrooms could be more updated. Resident wishes groundskeepers would not cut the grass so close to the building as they are asthmatic. |
| Biggest problem is the elevator and that there is only one bathroom for residents and visitors on the main floor. |
| Dining room floor is sometimes very messy. |
| Elevator has been causing a lot of residents to become impatient. Resident's key for locked drawer does not work. |
| More AC needed in the building. |
| Resident misses the old decorations. |
| Resident says staff has done an excellent job since covid started at cleaning and sanitizing. Resident says they believe there is mold in the building as they can smell it. Says building is very stuffy and hot, wishes there was AC in dining room and common area. Resident is fine with maintenance staff coming in and out, they do not need to be notified but they like when staff leaves a note. |
| Resident says that they need metal bars on their toilet as the plastic ones keep breaking but GEF will not replace them due to budget |
| Rooms need AC. |
| Says that staff are cliquey and feels as though they are gossiping. |
| Workers should clean outside more rather than the residents. Trash cans should be emptied more often. |
| Would like more fans in the bathrooms. |

| Recreation Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Cannot physically do the exercises anymore. Misses being active. Does not like bingo. Liz is very good at keeping you busy and occupied. |
| <site staff> is great. Resident finds activities boring and misses the library. |
| <site staff> is wonderful |
| Not enough activities for the older and less active residents. Resident is sick and tired of sleeping all the time. Resident would like more picnics outside. Would like more crafts. |
| Not many choices for activities these days. |
| Not many good entertainers. Resident misses computers for the games. |
| Resident feels activities are limited Feels not enough activities are going on Would like more accessible and fun activities Is getting tired of bingo |
| Resident feels physical issues limit them to do activities. Resident says Liz is very nice. |
| Resident finds it harder to know what activities are happening each day since covid. Resident is concerned about the Cindy the volunteer and where she has been. |
| Resident is limited due to physical capacity. |
| Resident is losing eyesight so participation is limited but would like to participate in all that they can. |
| Resident is starting to go blind so they find it hard to engage in many activities. |
| Resident misses how things were before covid. |
| Resident misses socializing with the Porta Place residents and other residents in the building. |
| Resident wants family participation to back to how it was before covid. |
| Resident would like to have a friend. Would like more activities but resident is starting to go blind. |

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| Resident would like to volunteer as a listener for other residents. Resident would like more news and updates. |
| Resident would more physical activities. Sitting down activities do not appeal to him. |
| Resident feels isolated and likes to have company over and is sad that they cannot have their siblings visit in their room |
| Resident says they are a loner but they know it is their fault however at times they would like to socialize more but feel it is a bit intimidating. Resident is happy here otherwise. |

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| Others |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Resident gets information told verbally from their daughter as their eyesight is gone. |
| Resident is blind so likes to receive information verbally. (X 2) |
| Resident likes to receive information verbally or on the phone. |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

VIRGINIA PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Not all of them care, some are very abrupt. - some home care is especially bad. Generally everyone is kind. My hearing makes it difficult to fully understand some things. |
| Some of the staff are more respectful than others. |
| There are some incidents - it is not perfect. The concerns get addressed depending on who you talk to. |
| They should tell people the day before what is going on. They are all friendly, so I am comfortable talking to them |
| Everyone is good here and lots of stuff to do to pass the time. |
| I am very happy here. Excellent here. Everyone is nice and the food is good. |
| I don't feel like an individual, I just feel like another member of the group. |
| I think that office management needs to be more approachable and stop making so many useless rules. They are too controlling. |
| I wouldn't recommend it the way things are now, but when I moved in I would have. |
| There are some very nice people that in charge in of things. |
| This is place is beautiful. I don't think there is any other place more beautiful than this. |

| Dining |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Depends on what you are eating, if you want it to be healthier you can just not eat things that you would consider unhealthy |
| Everyday at suppertime we get peanut butter and jam sandwiches. It could be nice to have some more variety. You're not going to please everyone. Sometimes they run out of the small things, like condiments or yogurt. |
| I have a bad stomach so the meals are really hit and miss. |
| I have to pick and choose what I am able to eat. |
| I have trouble swallowing so I have to eat foods that are soft. |
| I spent too much time in the army in so I am good with anything. |
| Lunch time is the only time I enjoy. Lunch is fantastic - breakfast and supper are not adequate |
| Right now you eat it and beat it. It was better when we were able to pick what we wanted to eat. |
| The food is really bad. Every so often we have a good a meal, usually it is garbage. The cooking is terrible and the menu is pathetic. I often order for delivery. |
| The meals are not what I am used to. Some of the things I find hard to enjoy. Some of the sauces aren't my favourite. There is a lot of food thrown away. |
| The meals are terrible and they are getting worse. There are a lot of people that will not eat and therefore a lot of garbage. They cook all the nutrition out of the food. |

| Housekeeping |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I have had stuff go missing. |
| I purchase my own extra supplies. |
| I'm kind of fussy and I can't do the things that I used to be able to do. |
| Lots of times they forget to give me toilet paper or garbage bags. |
| The have a budget so it makes it difficult to get them to get you extra supplies. |
| They are very respectful. |

Improve the food and housekeeping. They hardly ever wash the bathroom floor - I have had several viral infections after moving in here.

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| A spotlight to light up the sidewalk at night. Get rid of the segregated smoking that they brought in during covid-19 because I have lots of friends who live in the apartments. |
| I did lose some money a while ago. |
| I don't know if it's the safest place. |
| If you get sick they come and check up on you. |
| It is a safe place to live. I would be better closer to 82nd avenue where there is more vegetarians and more adequate food for me to pick from. |
| It is as safe as any other place. |
| Sometimes people roam the halls late at night. |
| They take too long to fix things. |
| When someone is able to steal from you the building can't be that safe. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Certain things get fixed more quickly than others. |
| I haven't had anything but they do the best with what they are given. |
| I like the surroundings |
| My room is really hot. |
| The eaves trough could be cleaned, but everything else is okay. |
| They let me keep my room how I like it. |

| Recreation Activities |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Everybody has someone who they relate to more than others. |
| Family events were good before covid-19 |
| I don't want to attend the events, I prefer to spend my time on my own or with my friends who live outside the facility. |
| I find that I can't keep up with some of the activities. |
| I'm 90 so there is some limit to what I can do. |
| Limited mobility |
| They don't have enough as far as I am concerned. |
| They separated us because of covid-19 which I don't like. |
| They should come and knock on my door and invite me to the events and let me know what is going on. |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

KIWANIS PLACE

| Staff Engagement |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I know there is a privacy act but where does respecting privacy end and compassion begin. It is possible to be understanding without invading privacy. |
| Make sure residents and homecare know to be mindful of their volume in the hallways in the evenings. Noise travels through the doors which can wakeup those who go to bed early. |
| No flexibility in the administration, they aren't willing to adjust, especially to financial concerns, etc. |
| Often misses breakfast and lunch because of poor sleeping patterns, so they will come and wake me up to check my temperature even if I call down and say I will be down for supper. Even after I ask them not to come, if I don't answer the door they just key in. Have also asked if they can do one meal a day, but haven't been allowed despite other people being allowed to only pay for one meal a day. |
| The older woman at the front desk is rude, but everyone else is fantastic. |
| The older woman at the front desk is rude. |
| The staff are 100%, I haven't had any problems. |
| The staff are all great! |
| The staff are not doing great at dealing with the bed bugs in the tenants room. |
| The staff could provide us with more information. |
| There are some staff that I will go to but not all of them. |
| There are two things the staff should focus on. The people here are seniors. They might not hear as well as they used too. Remember to be kind and patient using a respectful tone. We are paying the bills. Respect works both ways. |
| There is only so much they can talk about. |
| There was an issue with relaying dietary orders. |
| Everything is good here. |
| I don't often look to the future I prefer to live day by day. When I first came it was a big adjustment for me but a lot of staff will take the time to listen and I have met a lot of interesting people while here. Give us a break on the rent. |
| I feel isolated due to covid-19 and the recent loss of one of my friends. I really enjoy it here. |
| I feel isolated now due to covid-19. I do not like living here and I would like to be moved out. I wish there was more information about how to get home care. |
| I really enjoy it here. |
| I would not recommend Kiwanis because it is too large, there are too many people, I don't like the elevators. I would recommend something smaller. I should have been informed about the bed bug problem prior to moving in since the room next to mine was being treated. |
| The one older woman at the front desk is very rude and makes my friends feel as though they shouldn't be here. Firetrucks and ambulances are loud at morning and night, but I don't mind because it means that we are being taken care of. |
| There should be a scale in the wellness room, it shouldn't just be used for storing things. I have poor vision so it can be difficult to receive materials that require reading. |
| There should be more smoking areas and more no smoking signs in places where people should not be smoking. |
| They should do better about knowing where people are and checking their rooms if people are unaccounted for. |
| They were told that they could get a small pet and now they are saying that they never brought it up. Staff don't want animals but GEF okayed this building and others to have pets. Given the impression that yes, they are allowed, but staff don't want them here. With covid-19 it would be nice to have pets because you can't spend a lot of time together. |
| This is a fantastic place to live, everything here is amazing. (X 3) |

When I found out my youngest sister told her sisters she had stage 4 lung cancer and, after asking for help in the building that day, got a call, when I said stage four lung cancer, the person here contacted by phone, there was a complete drop off - black blank. When I sat across from her, she had a lot of make up on and she had no empathy - she was chatty and cheerful - more interested in having interchange like something healthy was the focus. She's too young to have gratitude.

| Dining |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Put the onions/cROUTONS on the side of the salads or have the option to get a salad without |
| Asked staff if they could adjust the meals to dietary concerns - wanted to switch to meals on wheels wasn't allowed. Felt meals on wheels was more flexible. Staff seemed to lack concern. |
| Breakfast is fine, soups are sometimes just last night's leftover vegetables with nothing else. They don't spread out the fillings in the sandwich. The staff are friendly, but sometimes lack patience. |
| Food should be suitable for elders with dentures. Dining room staff could be more patient. |
| I am a pescatarian, and they don't always have meals available that I can eat. The dining staff aren't always the most patient, as a senior eating slowly is important and covid-19 protocols have made it difficult for me to enjoy eating my meals because I am told that I need to eat and leave. |
| I am from Europe so the food here is not what I am used to. |
| Keeping the onions out of the salads. Before covid-19 it was easier to have access to food, have recently had to spend money on their own groceries which has caused some financial stress. |
| Meals are like a yo-yo, they go up and down. Soup is bad, it shouldn't have so much garbage in it. |
| Nothing has been done about the requests I've brought up to the staff. Some foods are difficult for me to eat. Also there should be sugar free juice for those who are diabetic. |
| Sometimes they put funny names on things and then we don't know what they mean. |
| The meals are often cold, maybe there is a better way to keep them warm during meal times. |
| The meals are often cold. They have taken away certain food items like prunes for breakfast, etc. Same with the apple and prune juice throughout the day. - After the virus if it's not on the cart you don't get it. |
| The meals were better when I moved in but the food is lousy now. |
| The staff are very busy. |
| The staff are what make the dining experience better. |
| There isn't anything that they could add to improve the variety. Desserts are good. They are comfortable talking to staff about it. |
| They need to realize that this is an immigrant country and there are many different types of cuisines and ways to eat food. |
| They were told that they would have access to food 24-7 but because of covid-19 this is not the case and they have had to purchase their own groceries. (X 3) |
| They've had a few different chefs and the food has declined. The dietitian draws up a schedule and its post in microscopic writing so no one can read it. |
| We should not be ordered to sit where the servers want us to. When a server is asked what is to eat they should either show a list or tell what the complete list is available. Remember there are people who are hard of hearing. Take a little time and make them feel important and not a hardship. When pasta is being served, there is no need for potatoes. |
| Very expensive to live here, so having to pay for their own groceries is a burden. Diabetic diet wasn't followed. Bad experience with a medical emergency. |

| Housekeeping |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I have had previous issues with a bag getting thrown out but I have a new housekeeper now and they are better. |
| I keep my room fairly clean and tidy. |
| I try to help as much as possible. |
| Nothing to improve. |
| Offered to do her own housekeeping, and the housekeeper asked her to let her clean again but then poured water on the carpet and claimed the resident stained the carpet. Also accused the carpet of having holes in it. |
| Sometimes it is not cleaned well enough. |
| They are fantastic, I don't know what I would do without them. (X 2) |
| What they do do is good, but they only do half of what they should be doing - should set the bar a little higher for their cleaning standards, they find that they are cleaning up the dust and such. Previous lodge was cleaner, vacuums don't work that well |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| COVID-19 protocols are really good, they really look after us well here. |
| Good with covid-19 safety protocols |
| I know that they have had trouble with individuals coming into this building but I feel safe. |
| I lost my glasses and today I am still waiting for a new prescription. I have my balcony door open and a large fan going but I close the doors for sleep. I don't feel safe even on the 7th floor. |
| If it was a personal emergency then no, because I may not be able to get to the phone and I don't know ow to use the thing on the wall. |
| Right now they are doing a lot of screening at the entrances, but prior to this there were lots of strange people in the building when people could move around more freely. They should have a security guard here at night not just the cleaning staff and front desk person. |
| The front entrance could be more secure. |
| There are some issues with thieves. |
| Why are you removing hallway hand rails? |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Depending on importance of the issue, things that are urgent always get done very quickly. |
| Elevators are a disgrace! The bed bug situations have led to the resident having issues with their furniture. |
| I don't get hot water very often. I have to run the shower for a long time to get hot water. |
| Not as quick when it comes to helping fix personal stuff in the unit. |
| The building is very well maintained. |
| The elevators should be vacuumed more often. The carpets in them should be cleaned or changed more often. The plants and bushes outside should have the dead parts removed and a good trim done to them! The entrance to the building should be repaired to make it even and easier for people with walkers and wheel chairs. |
| The new elevators are much better than the old ones. |
| They do an excellent job with the outside. |
| Today, someone said I couldn't keep my suite door open for air flow and it made me very angry. After lunch going home every suite on both sides had something wedged to keep the suite door open for air flow. This woman insisted I close my suite door/ It is a good thing my blood pressure is excellent. She removed the wedge for me and I am still fuming about it. I checked later and all the suite doors were closed except one. |
| The entrance to the building could use a quick vacuuming or sweeping more often. |

| Recreation Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Activities were better before covid-19. |
| <site staff> and <site staff> are great! (X 2) |
| I wish that I was able to go more. The library is good there are some books that I would like to read. |
| Can't read or write in English |
| Enjoyed the activities before COVID-19 (understands why they have reduced activities) <site staff> and <site staff> are wonderful. |
| I am very involved and run a lot of activities here. |
| I don't seem to need others to be happy. I am glad the activities are not mandatory. I enjoyed when the newsletter included who was new to the building but I understand that this may not allow privacy. |
| I don't want to go to the activities, I prefer to spend time by myself. |
| I enjoyed going to the entertainment when it was available, but due to covid-19 there have been fewer of these events. The staff get to know who attends the activities and that's who they encourage to come. But the staff are really good when I do come. Gets all their information from the board. |
| I like to play cards and bingo, I look forward to when more of those activities can be done. We are really lucky to have the activities that we do. |
| I really enjoy all of the activities especially the musical performances. |
| I really enjoyed doing puzzles. |
| More activities would be great! |
| Most events are very early in the day and so maybe if some events were later in the evening. |
| My vision is poor so I can't partake in all activities. |
| Not many people participate which is unfortunate. <site staff> and <site staff> are great. Need to choose better movies for movie nights - maybe let people vote on which one they should watch. The gardens are beautiful and very therapeutic but they need better soil or peat moss. The current soil isn't very good and so they require a lot of fertilizer to get the plants to grow. |
| The recreation staff are excellent. They work so hard to keep everyone entertained. |
| There are enough family events. |
| Variety isn't great right now, because of covid-19. |
| What about holding chit and chat times where people could come together in small groups to talk about their life and family. There could be times to bring photos and share life experiences. Maybe a choir might be another idea. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

GROAT HOUSE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Increase staff in office on site Groat House. It has decreased to 1 and a half day per week. |
| Sometimes getting information from staff members is very confusing depending on who you talk to you can wind up being more confused than before so try to avoid asking anything its absolutely necessary. |
| information about what's happening in our building is usually with memo under my door - this works really well. I also check the bulletin board too. It would be nice if staff would follow up on things just to reassure them of the progress/changes etc. |
| I enjoy living here, ive made some friends and people who I have become very close to. The two items ive made comments about are not a deterrent to me just a concern. I have told my family and other outside friends that I am so happy to be here. They have all been impressed. |
| Its been a good, comfortable place. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Keep up the good work! |
| Sometimes I come home and find my door unlocked when I know that I have locked it. The key sticks in the lock (not always) so do not know whether someone has been it or not. A set of my sisters keys DISAPPEARED from my coat pocket, it cost me \$75 to replace it. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Clean carpets more. Concerned about sanitization and how it has decreased while in pandemic situation-cleaning surfaces-sanitizer dispenser left empty. Building fans have been off more frequently in corridors. Cognette odor is bad-health concern. |
| I wish they would find out where the mice are getting in and fix it. |
| In my bldg. there's frequently no water at all or NO hot water at all due to maintenance - all preventative maintenance needs to be done sooner/earlier instead of waiting for leaking water/cracks etc. This is frustrating & inconvenient. I've noticed that tenants have had more slips/falls over the winter - I hope there'll be more frequent snow/ice removal & sanding to prevent falls. There are potholes in the parking lot that have not been fixed in years. In light of COVID, I would like to see more frequent cleaning of all public door handles/railings/buttons etc. It would be great if the garbage room & garbage chute had more frequent cleaning. I really appreciate having annual checks for mice, & bed bugs. I really like that my unit is checked annually for any repairs/maintenance. Lately, it seems like I need to call at least twice to get my plumbing issues addressed - also it would be really good if staff could follow up with tenants on the status of repairs/maintenance as sometimes the trades people don't communicate when they will show up or continue with the job, so I feel like I can't leave my unit/bldg. A trades person told me that he would be back, but I didn't know if it would be in the next hour or the next day - it would have been helpful to have staff provide clarification to me in a timely manner. |
| The current maintenance person does not seem to be very interested for example - the garbage room used to be kept clean now the room smells to high heaven. |
| Would it be feasible to put in AC in the hallways? How much would central air cost? |

| |
|--|
| <p>"Big thing is that kitchens are a disgrace as the cupboards are very old and have been repainted so many times as well as barely any storage in the kitchen so I use a separate cupboard that I bought. There should be bigger fridges and freezers so that food doesn't go to waste as much. As well freezers should be on the bottom and fridges on top, they should be designed more aging friendly so that tenants do not need to get on their hands and knees to get something in the bottom of the fridge. Small dishwasher would be helpful as my hands would get sore hands from washing dishes. Microwaves above stoves as well. All of these changes would make it easier and more desirable to cook. As well more two bedroom apartments for couples would be good. I know many people who have considered moving into GEF apartments but that the no two bedroom suites are a deal breaker. More air flow in the apartments too would be good. Absolutely no rec activities here and it would be good to have as people are dying of boredom. I know we can go to Kiwanis but sometimes its nice to just go downstairs for the activities. I am wondering if there are any fundraising opportunities to update the kitchens?"</p> |
| <p>Newest maintenance worker does not step up to what needs to be tended to like the other ones would. Is letting things go unattended for longer.</p> |
| <p>Carpets should be shampooed more often.</p> |
| <p>Something should be done about airflow as sometimes I feel there is no air in the apartment.</p> |

| Socialization Activities |
|---|
| <p>Is there anything you would like to add or suggestions you may have for improvement(s)?</p> |
| <p>"There is a lack of social activities at Groat. This could and should be addressed. Most tenants, I think, would welcome activities."</p> |
| <p>Bring back the association that helps encourage all seniors to be more active.</p> |
| <p>I'm happy to keep to myself & not bother folks so that there's less stress. Some tenants are loud & overbearing, & don't respect my privacy.</p> |
| <p>Pre-covid was much better for socialization but now much different.</p> |
| <p>There is very little social activity, especially with covid-19 - I will be so glad when we can get back to having activities - a lot of people here are rarely seen out their apartments - we need some social activities somehow.</p> |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

KIWANIS PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Information is often provided as written material, being partially blind it would be better if it was something that I didn't need to see. |
| Another individual was being rude but was told that there was nothing staff could do without proof even though there was a note in the letter that they could come with to them with concerns. - Staff listened but didn't do much. Don't like doing stuff on the internet, so if they ask you to do something on the internet they won't do it. If they send a paper then that is fine. |
| Occasionally the front desk staff are not respectful |
| The one time I needed help someone was there the next morning to help which was amazing. I can't think of a better place to be. |
| I couldn't think of a better place to be, I wish I had moved in sooner than I had. I can't think of a single thing that they could be doing better. |
| Being partially blind being told verbally about important information is best. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Even with covid-19 people are still coming in even if they don't belong. People have been robbed in this building, because some people have been letting others in (both intentionally and unintentionally such as individuals in wheelchairs). Need to better secure the doorways - but not sure how to do that. They have cameras but only the police have access and they need police to get that information - mostly in relation to vehicle break-in. |
| We are still here and healthy so they are doing a great job! |
| Can always call someone or come down if something is wrong. The covid-19 protocols are really good. |
| Why are you taking the hand rails off in the hallways? I don't think taking them off because of covid-19 is reasonable. I understand that they may need additional cleaning as they are an area that gets touched frequently but as this is a seniors home it is important to have them to help those of us who have reduced mobility. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Carpet at the end of the hallway has been missing since they moved in - an eye sore. Understood that there were issues in other areas. |
| Clean the carpets in the Hallway more often, please replace or shampoo. |
| The carpet in the centre 3 elevators needs to be replaced. (x 2) |
| The maintenance was very efficient. |
| Maintenance is only done during office hours, otherwise we are on our own. |
| The people who do the lawn do the same spots and woke them up. |
| Ventilate the stoves please! |
| Hallway carpets on the 18th floor are unsanitary. Elevator carpets are filthy and need to be cleaned. |
| It would be better to save the money that is spent on silly things and get hood vents for the ovens. |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| No, they do a fantastic job, especially with everything that is going on with covid-19. I'm very impressed with the concern for everyone's wellbeing during this time. |
| Only attends the odd event, but the ones that they do attend they enjoy. They have music before covid-19 they do not enjoy country music but it would be nice to have some variety in the songs that they are singing. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

AVENWOOD CORNER

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I have a problem with the posted office hours. Even though the posting says temporary office hours, the days and hours posted are not adhered to. I can understand that there are times when staff cannot be here (and that is senior staff I am referring to) but it is on rare occasion that you can say for certain that someone will be here to either take money, answer questions, or meet with someone who came by to find out about suite rentals. When tenants are asked when someone will be in the office we have no answer. |
| There should be office personal here daily during the weeks and weekends too especially. Since there are tenants with mental and other disabilities in this building we have to deal with. We don't see much of these problems in private residency since they are mostly screamed and not loaded on to a private residence. |
| I wish GEF would consider this different building separately instead of lumping all buildings into one slot. That gets a lot of confusing information for the tenants. This is independent living but does not have the amenities that assisted living has. Why did GEF decide to do a survey during the pandemic? the timing of this survey leaves a lot to be decided and does not really answer the questions that are put in here because of the outside influence. This building is being renovated or revitalized inside but the opinion of GEF do not seem to be compatible with the real world. Whose idea was it to remove all the live plants in the common area? Do you not realize that the live plants improves the air quality of the area because the plants give off oxygen at night. This is good for the tenants general health. I also understand that people adopt plants and keep after them (eg water them). By removing such things as plants it changes the look and atmosphere. We are not an institution, but we will soon look like one. Institutions are mostly just to be visited and not lived in. As for the backyard, I am sure it will get used if there is a place to sit - otherwise it is not likely to be utilized. |
| Don't recommend this place because too many issues I feel are not being dealt with. We need to have board members of some sort. Need more personal attention so everyone can speak out and to hear other opinions. |
| Not able to converse on issues within this complex. We have no tenant meetings which we can give our input in. There is always room for improvements because we are not in heaven yet and never will have everything perfect! |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Security cameras needs to be very clear and dated. |
| The outside security is rotten. |
| Outside camera should run all the time. I had my SUV stolen from the back parking lot |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Suites are hot in summer. |
| Does maintenance worker have too much to do because of staff that they can't stay longer in one building. |
| We need more chairs for outside. we only have 4 chairs for the people that do not smoke. There are only 8 chairs and 4 in the smoke shack for the smokers. |
| Air conditioning for seniors is very important for seniors to enjoy a comfortable lifestyle both in our units and downstairs (inside office). For air circulation we need ceiling fans too. Window curtains like the office. Our lighting is not satisfactory for proper reading on main floor common area. For social distancing more tables and chairs |

needed. How about floor lamps downstairs for reading purposes near the sofa chairs.

Socialization Activities

Is there anything you would like to add or suggestions you may have for improvement(s)?

Due to COVID 19 pandemic socialization is very limited. We have received flyers/paperwork telling us certain things and giving suggestions or how to help but sometimes the suggestions are not even practical. Why would i want to close all windows and curtains to keep the apartment cool? Trying to follow that instruction and expecting the air conditioning of the building to do that job is impossible, but to mention that the door would have to be open and I would have to be there all the time. I much prefer to be outside where it is probably cooler than it is in the building.

Since COVID-19 has disrupted the lives of many, it also disrupted the lives of seniors living in GEF housing. This summer is the most time for social activities such as bingo etc. Things have changed very much too soon to tel if its for the better.

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

BUCHANAN MANOR

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Stop telling one person one thing and another something different, please listen to us! |
| Very satisfied and no improvement needed. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Cameras on outside of building in parking lot do not show enough of the area. Cars have been broken into, plug-ins stolen no one can be identified. What is the point of having cameras that don't work to show the whole parking lot? |
| All good except for the neighborhood. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Maintenance concerns are passed on but are not always done. Baseboards are never put back on after removal. This is very irritating and would like them put back on. Some people are still waiting after a year. Unacceptable! |
| Been waiting almost 2 years on a few things. |
| the office waits too long before they fix something. |
| Would like more security and more security cameras in the parking lot and around the building as one tenant had her catalytic converter while their car was parked in the apartment. This cost the tenant \$3000 to fix. This tenant has been here for 2 years and this is the third vandalism they have had. They would like a very bright sensor light especially for when people go through the back alley. MORE SECURITY!! Deter vandalisms and thefts. Tenants are frustrated because when something of theirs in their car or their apartment gets vandalized or stolen, the staff say that it is the tenants fault. Frustrating because these tenants pay a monthly parking fee. Security camera that is put out there only covers the back entrance and barely any of the stalls and the image quality is poor. Maintenance staff has to take off baseboards off and then they say that they'll put them back on but then they never end up finishing it despite how many times the tenants ask. |
| This place is like an oven. |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| This building does not have tenants that mix and those that do usually do it in the friendship room. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

HIGHLAND PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Some of the staff tend to carry stories and form relationships with tenants especially in terms of gossip in other words information that should be kept in confidence. |
| <site staff> is very nice and takes the time to talk to the residents. <site staff> is not a good listener and works or uses his phone when people talk to him. This is a general consensus of residents in the building. |
| I feel there is still one or two staff that don't always show respect for us. New lease- I was very specific about what I was signing for ie. signing that I recommend he papers only. I was very disgusted when i took the lease back to sign it. I had been totally lied to. You do not sign papers then read them. Meetings - yes we need to get through them. Questions after are very hard to get to the director to discuss or unable to get her to discuss them. How do we get to ask questions? |
| There are 2 managers that don't seem to care much about what my concerns are. |
| Most staff are approachable but others gossip or make inappropriate remarks! More training please. |
| Manager is snotty, rude, condescending, and has not respect for the tenants in this building. |
| enjoy living here and hope to continue to live here |
| I am a tenant of Highland place for the past nearly 5 years. I am very happy with my apartment, the building itself and like and appreciate all of the other tenants in this building. The spaces are clean and greatly appreciated. I feel that this apartment is my home. We tenants have established an agreeable and responsible community. GEF has goals: Vision: positively influencing seniors quality of life. I believe that most tenants have a good quality of life in the community of our building. GEFs contributions has a very limited effect, Daily excursions do improve quality of life. Mission: friendly, affordable, secure housing and services for seniors. Being affordable and secure is definitely provided. Friendly is how tenants treat others and Highland place does well. Values: - Respect - I feel that the portfolio that highlands place is included in has failed in the respect area. In my nearly 5 years the managers ave never shown dignity, appreciation, or courtesy. Tenants are treated more like children or problem tenants that lack intelligence rather than as retired professionals and experienced workers. The assistant managers largely do fulfill the respect goal. Regarding managers perhaps they require training in management and people skills. - Integrity - is an area that not knowing managers and assistant managers well enough I will not comment on - Wellbeing - once again I feel that this is a responsibility of individuals. Management is excellent at following up on bed bugs, covid, etc. which is fulfilling the health part of this goal. - Accountability - This is not an area that I do not feel qualified to comment on. |
| I would like to be able to have someone that would listen to my grievances impartially. |
| Management has to improve. Seniors are not stupid people and should not be treated as such. GEF should follow their mission statement. |
| Management should have training in dealing with seniors who are independently active and knowledgeable. Most had responsible jobs and respect should be foremost. Not always the care especially from the current manager <site staff> sorry to say. |
| When changes are being made, inform us in the building. This is showing respect to us. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Back patio should have a security camera and better lighting. Some theft has happened. |
| We need security cameras and better lighting on south side of building. |

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| Safety bars should be installed on the first floor windows. Tenants cannot leave their windows open at night. Units are hot. Smoking in suites continues. Management needs to stop this. |
| People coming into the building staff, residents, contractors, visitors, and deliveries do not stop at doors and wait for doors to close. The staff has gotten much better at addressing issues from alcoholics. Very good response when called to have solicitors removed from the building. |
| feel safe most of the time, rely on friends and neighbors to help each other out |
| The door handle rattles a lot sometimes; like as if someone wants to come in. I have checked it through the peep hole and nobody is there. Many times I have opened the door and looked down the hall and no one is there. Maybe it is the wind rattling the door handle. Often hear the rat trap lid closing a lot at night or even during the day. It is located outside of the windows at my end of hallway. Could that small container for small animals be put at another location? The sound of the lid closing is most annoying. It happens quite often when no one is near. |
| Allow tenants to throw stuff at magpies. |
| No, not really. Especially in disaster time. |
| Security bars on main floor apartment. More lighting on back deck (not safe at night) Why do I have to prop my door open for airflow? (Not privacy. Do not feel safe) Has the stove fan ever been cleaned? (Maybe we need new ones) Please enforce "no smoking" in apartments as we can smell it walking the halls (main floor is the worst). Garbage room is gross. Need a covered area outside for smokers. |

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| Building Maintenance |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Distancing when working in suite needs more practice. Request for pictures has not been addressed in most areas. Some pictures in common area has been addressed, Length of time to get new tables was 3 years. New benches outside 5 years. |
| Just lately we have had some new furniture and artwork put in the building. The old furniture is broken and garbage. Although old, it was good quality wood and could have been donated or offered to residents. There are people in dire need of new rugs. They are worn out and need to be replaced, not just as part of a complete reno. |
| Just wondering when the blinds will be replaced by curtains. There is a lack of parking spots available here. I don't think anything can be done, but future buildings should allow for more parking. |
| The common areas are maintained but our suites are neglected if a tenant has occupied it for some time. Interior painting never done after many years. 10+ or more years. Some tenants need to move into another refurbished suite at some expense. Most suites are only refurbished if you move out or die so new tenants get the move in advantage. Not fair. |
| There is a lot of cool air that comes in the closed windows during fall, winter, and spring. This is especially when it is cold outside. I usually put towels on the bottom of the window to keep out some of the draft in the winter. I do not get much heat i my suite or I have a small heater to keep warm here. |
| Quite often we will get a notice on our door in the afternoon saying they are coming in at 9:00 the next day... Not 24 hours |
| The maintenance person previously knocked on my door, said maintenance and walked right in! |
| Make the door where we have to put garbage down easier to open. |
| Fix baseboard heater. Both living/bedroom only one side works on each. Whenever I mention they look at me the promise they never fulfill. I have arthritis so need them to work. Had to get heater to help with heating my bedroom. |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |

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| <p>Even before COVID 19 there was only shuffleboard and bingo. An attempt was made to do something to get people in the building to do things in the activity room, but these attempts failed. I personally tried to be part of the shuffleboard team, but was told by another member of the team that I was not considered good enough to be on the team. I left the team and have not gone back since.</p> |
| <p>I feel that we should have wifi as this is the only GEF building in Edmonton that does not have it and only senior residence managed by any company that does not have wifi. (X 3)</p> |
| <p>I would like to be able to use streaming services in the common TV area. Wifi internet is required.</p> |
| <p>More variety in outings. Have put in suggestions - they have never happened.</p> |
| <p>Put in wifi in common area</p> |
| <p>We need WIFI in order to keep up with the community.</p> |
| <p>When I first went for coffee I remember leaving quickly - wasn't even acknowledged. On occasion when asked of if we could have a book club,etc. The common answer when goes to an activity they hear a lot of gossip and that turns them away.</p> |
| <p>1. We need WIFI throughout the building. (Like ALL) the other GEF Buildings . 2. We need respect from the building management. We are NOT children.</p> |
| <p>Enjoyed the concert very much. It would be nice to have more of these as all in attendance were quite happy to have the music and his singing.</p> |
| <p>From my experience at trying to get other people involved in some kind of participation appears fruitless, there is a group of up to 10 of us who regularly meet and enjoy each others company.</p> |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

LONDONDERRY VILLAGE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Staff are so special and so nice, helpful (X 2) |
| Staff is excellent (X 2) |
| Thank you to all of the staff. |
| Why was <site staff> not trained as acting manager? She is experience, a good worker, and considered family. <site staff> is excellent. |
| Due to new management in march and covid-19, feelings are mixed! |
| Hand sanitizer containers have been empty many times. |
| If there was some magic want you could wave to stop tenants from sticking their noses in others business and to be kinder, stoop fighting, and complaining but I that, that is impossible. This is a small issue and all in all this is a great place to live along some lovely people. |
| Gossip is rampant. Policies are not respected and there is smoking all over the place i.e. staff, tenants, visitors. Housekeeping talks more than clean. |
| Just want to know if the virus is in my building, as I find people became slack in following the rules, when things are opening up elsewhere. |
| Office staff are seldom in the office. My floor has not been vacuumed for over 3 weeks. Was told the only area where smoking is not permitted was in door ways - no area for non smokers. Hand sanitizers empty, especially on weekends. Social activities are so seldom - any food/beverage does not have diet options. Many seniors are diabetic and are unable to share in any social events with food/beverage. |
| I am pleased with things as they are. |
| Even though we're free standing, we should be treated like we matter. Don't treat us like we dont know anything. Many of us can still think for ourselves and make our own decisions. |
| Our office is closed far too much. I am hoping this will improve when holiday season is over. |
| Smoking area in front of building is not inviting |
| Tenants smoke everywhere around the building, at any door, behind the garage also if some of the residents have company their company smoke in the gazebo on the south east side. Non smokers have no place to sit at night. We have told the manager about it but nothing has been done, manager will not acknowledge you sometimes if you say hi |
| We seem to have more smokers in our building now. Need better designated areas away from the outside doors to smoke. |
| Who are you to judge us and our circumstances today. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Non-residents have easy access into the building as tenants don't stop them. There are men sleeping at side entrances or in front entrance. If tenant falls or asks for help - liability issues. Maintenance is always on top of issues and safety. |
| I'm satisfied |
| We are safe! but not very happy as there is no bus for us and it is very hard to walk. |

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| Garbage room is disgusting - a health hazard. |
| Keep the hand sanitizer filled up. |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Cleaning women spend too much time talking with tenants and each others. Stair wells and laundry room are not clean. Sanitization during not satisfactory. Masks should be worn. |
| Interior could be improved |
| Make sure public restrooms have toilet paper. <site staff> is great when he is here. |
| Needs improvement to the exit of the parking lot. Stairwells are not always clean. |
| Would like to see a heat light back in the bathroom in the winter because it can get cold. |
| Don't ever take <site staff> away from us. He is the best. |
| There needs to be more snow removal during the winter. |
| <site staff> is exceptional. Lobby is too crowded |
| cleaning ladies could do a better job of cleaning handrails |
| Snow removers blow the snow off the sidewalks between the cars which tenants then have to remove, they could easily place the snow on the grass. Tenants would be very sad if <site staff> was moved to another building. We all miss our previous office staff and <site staff>. |
| Snow should be removed more than twice a year. |
| Tenants feeding rabbits and birds which means more feces on benches and sidewalks. |
| Kitchen floor is getting old and carpet could be replaced. |
| Vacuum hallways |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Again, more social activities. (X 2) |
| Give more info on planned events and outings. |
| I don't like that nonsmokers only have one place to smoke whereas smokers have every corner of the building. |
| I keep to myself and prefer not to socialize |
| Many cliques among residents |
| More respect for one another would be nice. |
| Open up computer room |
| Smokers smoke everywhere and not just in their designated spot. Could improve by talking to the tenants who make lots of noise at 4:30 in the morning. |
| Very cliquy. So much gossip. Smokers have taken over. |
| We have lots of things: 1. Like - bus trip 2. Bingo 3. Birthday 4.Coffee 5. BBQ good ones Now! We have cold hot dogs at bbqs, one tween pop - monthly treat! No coffee, no bingo, no bus trips! I have lots of complaints. |
| When you try to volunteer at a function, you are told no by a small group. |
| Why are birthdays considered privacy issues here. Only Londonderry under Rosslyn seems to be an issue. |
| Being there is a special smoking area for tenants to smoke- it should be the only place to smoke. As of late smoking has been done everywhere around the building - place for sitting outside right by all the doors, parking lots and by the vehicles |
| Have only one are designated area for smokers and move one of the picnic tables to the nonsmoking area. |

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| Can be lonely with covid-19, need more activities if possible. |
| Missing the activities pre-covid. Tenant likes information verbally as they as visually impaired. |
| Would like pet visits. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

MOUNTWOOD

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| More feedback after tenant meetings. Information, minutes should be shared in particular when items discussed have impact on tenants. |
| Address peoples' concerns in a timely manner. |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I have a hearing problem. During the fire, I cannot hear the fire alarms due to my hearing problem and if I am very sick, I am unable to contact 911 because I do not speak French or English. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| During the winter - it would be nice if the front driveway was cleared more often for those of us with walkers. Often piled up near the door and cant get over it. |
| Thanks to the volunteers the outside looks great! |
| Bedroom and living room windows are drafty in the winters and I have to sit with a blanket |

| Socialization Activities |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I don't know English and I have hearing problems which makes me unable to do volunteering. |
| Lack of respect from tenants to other tenants. Total lack of concerns. Letting people into the building do whatever they want and disrespecting other tenants. |
| I think the new charges for using the social room are outrageous. If you want us to live like this is our home, we should be able to use the facilities without charges which are so exorbitant. I can understand a charge if there is damage or a need to have a cleaner come in but to charge an hourly rate for someone who wants to host a family dinner or celebration, puts a financial burden on the tenant. There has to be a reasonable solution. Right now it appears as a cash grab of the highest order.!! |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ST. JOSAPHAT'S

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I love my apartment, it's my home. |
| Sometimes I would like to have more privacy to myself. I need a quiet life and to keep to myself alone. |
| The two people that are working here now (<site staff>) should stay here full time as they are the proper people for the job. |
| People in this building, don't mind there business they talk about everything. |
| The mail and the boxes are very excellent. Thank you lots. The survey is appreciated. |
| Room next door smokes and can be smelled. Office/management needs to do more to stop smokers from smoking inside. Had bed bugs and it took ten treatments to finally get rid of them. But some items from room were possible stolen by the company that did bed bug treatments. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Concerns about some visitors who come in. |
| For my safety and security (I am only half way happy and safe). Sometimes I had felt that someone had broken into my suite just to take control of my life. |
| We often worry about the normal operation of the elevator in the building. |
| Some people bring street people in especially on weekends. |
| Should have security. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Baseboards and floor damage gone unprepared since November and February. |
| I would have liked to see a better look to the interior of my suite. But boards were torn out - and it would be named shabby living. |
| Maintenance hasn't fixed baseboards for two years. (X 2) |
| The repair crew does what they can but why take so long i.e. ladies bathroom. |
| Need a fresh coat of pain in interior. |
| Not the way things are outside because of the mess outside and the street people who leave cigarette butts, needles, clothes, etc. |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I would like to have a place to paint and store my equipment. |
| If we can stay 6 feet apart in the lounge why cant we do that around a pool table? Covid-19 has really put a damper on our activities. |
| To add to my social activities, I am still able and healthy to get around and I am planning and hope to take a course in college this fall 2020. And I think that social activities are not too important in my life. Had my share of socials. |

a GEF website with links to various community resources for seniors would be very helpful. Some links info need to be on printed material/brochures easy to access... not all seniors have or know how to access internet/electronic info - each and every extra opportunity to socialize is a major factor in enhancing quality of life for a senior... even if they do not use it

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

CANORA GARDENS

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I would like to suggest that an organization like GEF have spiritual support workers available to staff who may choose to go to for debriefing "if they choose" to do so. |
| I hope someone will actually take the various concerns the tenants have mentioned and take action. Many aren't filling these out as they have in the past and saw no improvements, now feeling this is a waste of time. I don't find the managers approachable, <site staff> has a frown and appears on the defensive constantly. I believe she has lost focus on the GEF vision, mission and values statements. Most times in meetings we as a group are talked down to, as if we are stupid, little kids. The management act as our keepers, forgetting that we have been managers, ran business with employees, caregivers, etc. Yes we are seniors but we still have the capacity of rational thought, so respect us. |
| The staff, in my opinion do not like interacting with the people, the tenants. I do not feel <site staff> is very approachable. They act like our keepers-overseers, like we are stupid, small children. We were business owners, nurses, caregivers, and fully functional people, yes we are senior citizens but we still have the capacity for logical thought and to know what is what - in other words do not treat us like we are stupid. I really hope that someone in our position of authority will really look at the comments, suggestions of these surveys! |
| staff are very approachable |
| Since the new year, it is harder to see staff as they are not here as much! |
| Maybe more info could be shared about what is being done to fix a problem (bedbugs) so everyone does not panic. |
| There have been some incidents in this building that a lot of did not know about. We only heard about it from someone else. Apparently there was a sexual assault in the guest room by one of the male tenants to another female tenant. I felt all of us that lives here must have been told about this so that we can be careful and take care. Anything that happens in this building is our business to know and be informed by management. We have every right to know about incidents of theft, sexual assaults, physical assaults, etc. after all this is our home too. |
| Tenant liked to attend the monthly meetings for info. |
| The main office should have more respect for us senior tenants. |
| There was an incident with <site staff> a while ago when tenants wanted the wifi in the common room and one tenant went to go ask <site staff> who then asked <site staff> and <site staff> spoke about the tenant saying they were a trouble maker and was very rude to the tenant and never apologized either. This incident made the tenant feel unwanted. |
| We seem to be treated like children and we don't know anything. It is sweltering in our units and we can't even open the windows. How fair and healthy is that for us tenants? |
| "Assistant manager and manager are both patronizing. We are treated like children Lacking leadership skills and they are very controlling. Custodian has excellent customer service and is respectful and goes the extra mile/ The building is kept clean at all time. He is management material." |
| THE staff are wonderful and have always treated me with respect. |
| " I am very happy to live in Canora Gardens seniors housing. The staff are always nice and helpful." (X 2) |
| I feel that our staff deal with things that need to be dealt with in the best way they can and as soon as they can. |
| <site staff> was not very nice to this tenant. Tenant says they know the rules but do not push too much. <site staff> is good but the rest under <site staff>is bad. Office here is controlling. Tenant finds that after 2 and half years they have to stick to themselves. |
| It would be nice to know something is being done to correct the situation and let us know - besides just saying "looking into it!" |

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| I assume when you use the term "staff" you mean management. My answers and comments refer to management only. Reception and cleaning staff are respectful and friendly. Management in this building is often hostile, negative, unreasonable and disrespectful. This has been an ongoing problem since Canora Gardens re-opened. There have been many complaints to GEF to no avail. Nothing has changed in the slightest. I am feeling quite trapped as transferring is both expensive and not an option. We have even involved our MLA at the time (Sarah Hoffman). She met with us for a well attended tenant only meeting where we aired our issues/concerns and she promised to help us. I am positive I am not telling you anything you are not already aware of. |
| There seems to be no privacy at all, everyone is bossy and gossips, no one can be trusted. |
| I truly feel that every gef apartment complex should have a representative that would be able to deal with issues of tenants to the gef organization. |
| Keep up the good work! |
| My experience to date at canora gardens has been very good. |
| "Thank you to the card monitors for checking on me when I forget to put my card on my door handle at night. Thank you staff for your warm smile and hello's. Thank you to the cleaners and maintenance people for all they do. I am happy here and tell my family and friends what a wonderful place this is. |
| Generally, it is a great place to live. Thank you! xo |
| I enjoy living in Canora gardens as it is a beautiful building inside and outside. The suites are just the right size and I especially love the cupboards and the space of the kitchen. It is a lovely building and I am very happy living here. My neighbors and staff are always helpful and friendly too. |
| I like info on the notice boards such as the elevator and bulletin board. |
| I think a couple of things would go a long way to improve the quality of our live here. Firstly, get rid of current management. Surely you must have more friendly managers who enjoy doing their jobs than <site staff> and <site staff>. Secondly allow us to open our windows wider without fear of retribution since there is no air conditioning option for those of us who can't afford it. Social activities are poorly attended because of disinterested tenants. Tenant meetings and not for the tenants. They seem to be for management to tell us what to do. <site staff> favorite response to any of our suggestions is "that's a hard no!" I would move out of here in a heartbeat if I could afford to. This is quite a hateful management situation to expect seniors to endure. If my husband were alive I can guarantee we would have moved out long ago. |
| like having notices to read, hand sanitizer station at the back door |
| Chairs in laundry room. |
| This is a beautiful complex, the courtyard gardens are wonderful. The huge problem here is that if tenant express their concerns to staff they are dismissed out of hand, an on occasion have been told that if they don't like it feel free to move. There again it seems that your staff has forgotten the GEF mission statement and values. I do hope that others will be truthful and express their feelings and concerns. Many have a fear of repercussions, as to what those might be I do not know. However mistrust this complexes management and the overall "why bother nothing will change " is a very sad situation. |
| This is a beautiful complex, the tenants enjoy the gardens and the companionship of others. the apartments are just lovely. I like very much living here. The one huge concern from many is that if they approach staff with their various concerns , they have been told if they don't like it to feel free to move. this is coming from your staff that seems to have forgotten the GEF values: "Positively influencing seniors' quality of life. The missing statement and values, seem to be merely suggestions that are dismissed frequently. I do hope that others will be truthful and say to you their feelings and concerns many have a fear of supervisions as to what those might I do not known. Bu there is fear of the office staff. The garden room is supposed to be for the tenants enjoyment but we cant keep anything food, juice, et in the fridge or cupboards, even though it was to be used for games nights that the tenants organized. someone from the office gets ride of everything as if we are incapable to be trusted not to be responsible enough to take out old, rotten stuff. There is LITTLE respect shown to us, however we do try to respect your staff. |
| Trust is lost with <site staff> and <site staff> (managers). They are controlling and lacking people skills. |
| We need a bench at the back entrance for resting if we are carrying heavy loads like groceries. we also need a cart station at the back entrance some where we can have two carts but they are kept in the laundry rooms and we have to walk a mile to get it from the back after a tiring day. |

Tenant is happy to be here.

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Not sure if gef takes the right steps to keep the building safe. Hear that 5G wlist causes more stress in put on tall buildings and probably onto seniors housing. It puts out a higher level of air pollution and some people become ill because of it. Someone who lived in a high-rise building become ill. (Not sure what the rest is saying) |
| Sometimes not safe for Christmas activities. |
| Safety depends on the people around the building. |
| I don't feel the cameras are showing enough in the back where vehicles are parked. So I am always afraid of stuff to be taken from my vehicle. That costs a lot of money to get them fixed. |
| No, I feel safe in the building but not as much outside. |
| Tenant worries that covid-19 can be transmitted through the paper notices at everyone's door. They think notices would be better on bulletin board. Tenant feels that surveys done in the past have not changed anything before. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| My unit is way too warm during the summer, it should come with AC! |
| Office closed lots of days. |
| Out side courtyard lawn not looked after properly. Building flower wall not looked after, needs water and trimming. |
| very helpful |
| My husband passed 1 month after we moved into Canora Gardens. I am so disappointed with the Management here that I just stay in my suite all the time. I order my groceries on-line and have my prescriptions delivered. It is incredibly hot in my suite because I cannot afford an air-conditioner and we are not able to have the windows open more than 3 inches. It is senior abuse in a very extreme fashion. Shame on you GEF. Why don't you come here and try to live in a suite for a week of this hot summer weather. See how comfortable you are. |
| Canopy at parking lot door. |
| We seem to be treated like children and we don't know anything. It is sweltering in our units and we cant even open the windows. How fair and healthy is that for us tenants? |
| Custodian <site staff> has excellent customer service and is respectful and goes the extra mile/ The building is kept clean at all time. He is management material. |
| This is a very nice place to live at. It is hard to take out the garbage as the back door is hard to open. |

| Socialization Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Certain group of people decide for activities but don't always consider what other people want. Tenant is looking for other place. |
| Garden room should be open! It can hold 25 people social distancing but I was told It will not be open for a long time. |
| Gossip, negativity. I CHOOSE not to participate. I enjoy my apartment at Canora gardens. |
| More entertainment and different activities would be good. |
| No activities during covid. |
| Not to punish the whole building for the mistakes of a few. Believe it or not - we are not 2 year olds! The people who do these things are "always" talked to but never do anything serious about it! |

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| Of course because of covid 19 not too many activities. A great number of people do not distance, nor wear masks when out back, and the smoking area in the back is now taken over a good portion of the yard and you can smell the smoke all over. For those of us who don't smoke we cannot go in the back yard because of that. I cant even open my window because otherwise my apartment will smell of smoke. |
| Open the library. |
| Since March there hasn't been many social events |
| Used to have activities before covid-19. Way more activities. |
| We are hoping that the library and garden room will be opened. We don't have the virus on site, obviously we the tenants are doing everything correctly. The office staff should be more concerned to their own safe distancing, instead of repeatedly telling us, we the tenants are very aware. We are not stupid, and wish to be treated with respect. (X 2) |
| When the common room is open, it seems a lot of people don't use it due to a few loud mouths (opiniated people and complainers) such a shame really (some are making it uncomfortable for others.) |
| I have a dairy and gluten problem and I cannot attend some food functions as I am not able to eat regular food. |
| Tenant really needs to be active as that's how they have been their whole life. Staff is great. Tenant does not find anything very exciting here. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

WESTLAWN COURTS

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| "Parking is a real problem here!" |
| "Staff is very fair as far as I am concerned." |
| " As GEF took over from Pillars lots has changed. Covid 19 had the greatest impact for change in the community of west lawn courts. The new normal leaves people isolated, living in fear, with no motivation. Some of the new normal is fear, self-distance, and nothing is really safe. What is happening is that covid-19 has brought out the good, the bad, and the ugly." |
| Before taking away privileges post a notice of the change and how to work around it at the same time not just take away what we have worked to create |
| Let us know what is going on |
| "They don't listen anyway." |
| "Just having GEF is a BIG improvement! The staff are exceptional. They are happy. Just mention something that needs to be done and presto-its completed. Our opinion is valued. Were not just old geezers to them. We are treated like we have a brain and they endeavor to make sure we feel at home." |
| "About the overall survey? Quit treating us as if we are senile seniors. A lot of us are educated, knowledgeable, and intelligent and do not sit in front of the TV 24 hours a day. We have better things to do. So far no problems with staff." |
| "We need more independence and freedom to decide how we live. GEF is a little controlling/restrictive at times." |
| "I am very pleased with GEF since we got new management and because of <site staff>." |
| "We are happy to be rid of the previous idiots and to have GEF take over westlawn." |
| "Well, GEF staff have a Mt. Everest to climb here at Westlawn and were already seeing the sweat the staff have put into improvements and it is totally amazing - our health has greatly improved!" |
| Happy with the overall GEF takeover. |
| I am fortunate to be allowed to rent here as a tenant in good standing, in opposition to crime, nor drugs, not filthy stinking apartment units, hallways, nor garbage litters inside or outside of buildings. Peace, quiet and safety at all times |
| I don't know how they could improve more than the standard they have attained. |
| Mental Health training is an absolute necessity for any staff working at Ottewell Manor. They do not know how to handle mental health issues at all and the Assistant Manager here does not know how to deal with the residents either. Problems have arisen and he does not follow through with them and he changes his mind constantly. He says one thing to me one day and the next day it is changed and then again the third day it changed again. I do not trust the staff at Ottewell Manor and will NOT confide anything with them and I will NOT have a one on one meeting with them ever. On July 2nd i went in for a coffee and i ended up being yelled and screamed at by one of the lady staff members and the Assistant Manager was there as well and he did not stop it. I was a crying and asking why this was happening. It was very traumatic and abusive. Another resident was with me and we were both traumatized by this behaviour and NOTHING was done. We thought we, at least, deserved apologies but the Assistant Manager told me one day he would have her apologize but then a few days later he said he told her NOT to apologize. Nothing further was done and neither myself or my fellow resident will ever meet with a staff member alone again. This is only one incident and there have been others and with numerous other residents as well. I will provide further details if requested and meet with anyone who wishes to help me understand why nothing was done after such a horrific and abusive behaviour happened and there was NO FOLLOW UP to see how either one of us were doing. The Assistant Manager went on 2 weeks holidays and we were left to wonder what was going to happen. NOTHING HAS HAPPENED AND NO ONE FROM GEF HAS EVER APOLOGIZED OR EXPLAINED TO US WHY THIS BEHAVIOUR WAS TOLERATED - The only assistance we received was from the STAFF FROM ALBERTA |

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| HEALTH SERVICES. Thank God for their assistance. |
| REport back to the person that had a concern not just a notice on the bulletin board or announcement in the common room. Also: please do a follow-up to the door monitor (tag program) when it is reported a resident does not have their tag out. That is out |
| "Say hi and crack a smile." |
| "Yes, the pet policy." |
| " I have no suggestions as you guys are awesome at what you do!" |
| " I would like to know if all the old keys were handed in. There are too many people coming in odd hours that not belong here. The east and west sides do no seem to get together. How can one feel comfortable when you get along with both sides and listen to complaints from one side to the other side. One does not feel like going out to listen to the complaints therefore I feel isolated and I do not pick sides as I am friends with everyone." |
| "Before they print the calendar they should consult with the tenants that they are living with a long time here. They want us to only watch TV. Look at the calendar and you will know what I am talking about." |
| "I have had 6 managers and this is the best of the 6." |
| "When tax help was brought in this year only those on the east side were informed and offered assistance. Both east and west should have had equal treatment." |
| "Yes! Quit invading our personal privacy and asking stupid questions that are really none of your business. What?! - you think we are deaf, dumb, and blind? We may be seniors but we are not stupid nor ignorant!" |
| Any way to get info is good. |
| Pets allowed for all not just newcomers. |
| When we send email, a response would be both nice and respectful. Being ignored is very disrespectful |
| Will receive info any way. "Keep up the good work!" |
| With regard to rental change in September- I have not required notification of what my rent will be starting in September. Are you not legally bound to give this notification at best a month in advance? With regards to this survey -it was stated a box would be setup - no sign of a box. A sign in the elevator said there should a "survey party" on august 21st. No indication of time or location. |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 1) In this building presently, since I am on the second floor of this three story building there should be an anchor post before the living room and bedroom windows to tie a strong rope of throw out, the window and shimmy down the rope to safety as a last resort. In case of emergency. 2) Mist fumigation or strong light to kill corona virus instantly, in each rental unit, hallways, common areas, inside and outside of the building, until a vaccine is ready |
| "Need to be shown how to use the fire extinguisher. Should have a summer fire drill and instructions as to where to gather outside for each section of the building. If there was a fire, does the alarm sound in both the east and west ends of the building, even though we are two different addresses for the fire department to respond to?" |
| There has never been a fire drill or preceding evacuation on which exit to use |
| There is no fire/sprinkler system in the building. People with mobility issues have no way to get down steps in emergency and building would be unlivable in 30 minutes max |
| I would feel much safer and more comfortable if there was a direct access to west side banking from the center of the building. I often stay in rather than go out if it is raining, freezing cold, or dark because of access. |
| "Make tenants aware of security and do not let anyone they do not know." |
| "Tenants should look behind them when coming through the doors." |
| "I am happy." |
| "The GEF staff are the greatest in all of the world - very deserving of TOP AWARDS for excellence in all categories. The provincial and federal governments should recognize this fact more so." |
| "Be checking the brisk walkway." |
| "GEF makes the building safe but with rules, changes to social life and that of living in fear that if we don't wear |

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| masks, social distance, or stay safe in our abode we live. However, what happens to ones love, motivation, perseverance, and concern for one another when all of the covid-19 is gone?" |
| "Get rid of the smokers & the doppers." |
| "I am somewhat overboard on social distancing and this been a priority with masks in common (public) areas. Even after the city has mandated such measures." |
| "I know to throw my wheelchair out of the 1st window I can find when there is an emergency. It is possible to have a by-law officer here as people who visit park wherever they feel?" |
| "I think many seniors can not give an educated answer to this part as security is not yet up to standard." |
| "Not at this time as GEF needs more time to deal with all the problems/issues that have come since their takeover. We tenants must and should take a reasonable wait and see approach giving a fair chance to GEF staff & management." |
| "The back door is impossible to use. I need to have a smaller bed put into my room rather than the queen size bed. How can we possibly do this through the back door?" |
| Mandatory wearing of masks to make the individual feel safer, feel like the individual could easily have a case at Westside of Westlawn, many instances of people and their families not wearing masks |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| "This is a work in progress for gef. Old buildings have issues that take time to resolve. we need to give it time to see the direction gef is taking." |
| Hedges need to be trimmed |
| Larger area for ramp access in front of the building |
| Outside of the building needs better care. (x 2) |
| Parking for family and visitors should be provided. |
| Trees need to be trimmed, hedges need to be cut fire road needs to be cleaned |
| "It would be easier if there were more showers than tubs. Tubs are hard to get in and out of." |
| "Somewhat disappointed in the way our front garden is looked after. Need a gardener! Us old people cant do it. Weeds are not looked after either. Plants are not watered properly and they are looking sad." |
| "It would be easier if there were more showers than tubs. Tubs are hard to get in and out of." |
| "Somewhat disappointed in the way our front garden is looked after. Need a gardener! Us old people cant do it. Weeds are not looked after either. Plants are not watered properly and they are looking sad." |
| "Exterior windows should be washed. Lots of trees need trimming i.e. dead branches and branches hanging over walkways." |
| Cut down the dead part of tree that was destroyed by those demolishing the big birds nest with many attempts |
| Improve insulation as the building is very hot. |
| SNow removal so that safer to walk in winter |
| The doors to the garbage bins on the main floor are too heavy to open for senior ladies. Appreciate if theses doors could be made easier to open. |
| it is a old building a lot of the interior gets hit hard, inside the new rug and furniture looks good. Thank you for doing great job with the interior decorating. It will be nice to use social areas again. People are getting jittery. With all the rain it is so green outside, quite beautiful. If I had anything to say it would be good if there was a way of tenants to not only state a problem but maybe address in the newsletter. I am surprised and happy the office staff is there for you. |
| When it rains the water runs off the overhang and of course in front of the doors in the west entrance |
| - Excellent cleaning, thank you. |
| "I would like to see back east entrance cleaned by the garden. The flowers should be all rotated and more flowers put on for the residents that use the back entrance. Garden hose should have a hanger to hang up garden hose - would look much better! Old tank in the back should be removed." |

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| "Make the front flower garden look nice." |
| "Other than lights in my room I have never needed any maintenance in my unit." |
| "Still lots to do but major improvement since GEF took over." |
| "The exterior windows have not been cleaned - perhaps GEF has a different time - line than the former managers. I have not yet needed any maintenance so I cannot respond." |
| "I have waited two years to see about having window repairs." |
| "There are noise problems - lack of insulator, hot in the summer and freezing in the winter. Poor choice of blinds for such awkward windows. Cheap, hard-to-clean floor covering which is also not comfortable to walk on." |
| 1) The apartment rental units all have seniors should have their ceilings, walls, floors, carpets, cupboards, appliances, toilet, tubs, sinks cleaned on a monthly basis. 2) New built senior apartment rental buildings should be built of 100% concrete and steel with fire proofing and sound proofing. Would allow seniors to play guitar and sing without bothering others |
| Window washing indoors, taking apart all windows for thorough cleaning possibly fans as well. |
| With regard to maintenance, I am disappointed that the AC in the west laundry room has not been repaired to date in the 4 months since your takeover. |
| "Staff are always cleaning. In the 16 years I have lived in west lawn courts, I have never seen the halls, walls, and doors cleaned before now! GEF staff always do things with a smile. Air intake comes in the halls from the crawl space leaving a terrible odor." |
| "Our building within one month of GEF taking over, improved more than the last year of the other management. It is like we now live in a luxurious apartment building!" |
| "So far so good. Time will tell." |
| Good work, thank you. |
| Hasn't needed maintenance yet - Air conditioning please! |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| " I don't socialize very much. There is too much gossip and I do not want to be a part of it." |
| "after the last 5 months nothing, nothing, and nothing going on. Why does anyone need to sign up to volunteer? Makes NO sense to me. We are not involved or consulted on any matters. Lack of knowledge or experience in this field. We (you) are what we/you do." |
| "Covid has put limitations on staff and tenants. in west common room we will need more seating. in west courtyard 2 damaged chairs were taken away and not replaced." |
| "Covid restrictions. Hopefully once this is over there will be more social activities and physical activities,etc." |
| "I appreciate having a community computer to access info, since I don't have my own computer." |
| "I would like to see more tenants play instruments and join in on music dates at their own time" |
| "We lived in such a negative environment that it will take some people to get on board." |
| "What kind of questions are these. It is really any of your business? Also- we had a tenants activity group who contributed money to a fund out of our own pockets. It was new Westlawn money. We have still not seen a single penny of this back. Until then we will not be participating in any activities where rides are involved. Incidentally, we were told by head office at the introductory meeting that the money was to help and that it wouldn't be touched so why hasn't it been given back to us. Talk about elder abuse!" |
| "With covid-19 our lives have been turned upside down. The question is what will be the new normal for us as a senior in the westlawn community? it would be good if there was less fear and more love for one another. We do not need PROTESTS but activities that bring out the best traits in our westlawn community." |
| 1) All seniors should have a free subsidized telephone in their room that can only be used within the city of Edmonton. No long distance phone calls. 2) YouTube should be free to all seniors, subsidized by the government. Of which programs can be readily available anytime of the day or night that you want to watch. |
| Activities need better planning, all tenants do is watch TV. |

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| COVID and ongoing/continually more restrictive rules make it impossible to have a social life or activities |
| During COVID it is difficult because all of the activities have been cancelled |
| More music from tenants. |
| Parking for family and caregivers should be provided as it was before! |
| Very difficult to walk through the entire building to get to west parking when it rains, snows, loading and unloading car there should be access from building. |
| "There is so much hypocritical gossip and head games here. it is a lot to cope with so many people. It gets to be all about bullying and back stabbing in a place and time in our life when its sickness and dying and constant loss at one kind or another." |
| "I have placed my concerns on each page of this document. As a member of this community we need events and deeds that bring out the best in our community." |
| "Summer is short, more BBQs please." |
| "Please remove tables, tarps over exercise equipment and open up 2nd & 3rd floor libraries on a 24/7 basis." |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

OTTEWELL MANOR

Dining

Is there anything you would like to add or suggestions you may have for improvement(s)?

soup should be more simple; more tomato soup and chicken soup instead of the "fancy" ones

Told she does not have all day while getting her food, very rude in general

Housekeeping

Is there anything you would like to add or suggestions you may have for improvement(s)?

Floor and walls were not washed

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

OTTEWELL PLACE

Staff Engagement

Is there anything you would like to add or suggestions you may have for improvement(s)?

Mentioned that the staff treatment got better but it was not good before

Not showing up for meetings

Doesn't see anyone from head office come down and walk around the site or chat with the seniors here.

Resident had a birthday and was not wished Happy Birthday by any of the staff

Would like to know about the departure of other residents

Dining

Is there anything you would like to add or suggestions you may have for improvement(s)?

Believes the cook is not good, also has a problem with recycled meals

consistency in meals eg same meals on every Monday, believes the cook needs a refresher course, believes there needs to be a review of the cook

Does not like the lack of variety in the meals, having the same food for lunch as they had for supper the night before,

Issue with leftovers from supper being used for lunch the next day (X 2)

Meals cold when they reach the plate

More meat dishes offered than pork and chicken, not enough fish

More raw vegetables and vegetarian types of meals

same food for supper as dinner the next day, doesn't have an issue with the quality of the food but has a problem with the recipes for the food, eg mushroom soup with cauliflower

Wants better food quality, complained about having the food from supper the night before for lunch the next day, believes there is a cooking issue

Would like a new cook, her doctor mentioned she cannot have pasta or toast however there are frequently pasta meals that she cannot eat and if she does eat them she feels hungry very shortly after

would like to see more vegetables

Personal Safety & Security

Is there anything you would like to add or suggestions you may have for improvement(s)?

During drills mentioned that because of her walker she feels neglected and ignored, says that there can be as many as 6 people stuck on a floor at a time

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Had cupboards fixed and they do not close properly |
| There are no wheelchair accessible suites, the sink is too high for comfortable use |
| There have been issues with the laundry machines that have not been fixed for a while |
| Rooms are a bit too warm |

| Recreation Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Has a leg issue that prevents her in taking part in many activities, more of a homebody who would rather not participate in events due to personal reasons |
| Has arthritis so does not participate in many of the activities |
| More concerts |
| More of a homebody, prefers not to take part in the activities (X 2) |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

QUEEN ALEXANDRA PLACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Weekends are tough because no one at front desk. |
| Appreciates the caring from the staff and admires their commitment to residents. |
| Being told information by talking is the best way. |
| Comments in meal suggestion box often don't get heard. |
| Front office should have names of all family numbers for contact information. |
| Information package for people moving in to include map of surrounding buildings. |
| Lots of people here who are not able to live quite as independently and it changes the atmosphere. Can be difficult because they can't help them. People often leave doors open and get mad when people are talking in the hallways. People consider moving because it no longer feels like independent living. |
| Shouldn't be allowed to smoke indoors in smoking room. |
| There are some residents who are inappropriate and administration often doesn't handle them. Smokers are also an issue. Non-smokers are not allowed in the gazebo and have no other places to go outside. The smokers are given privileges that aren't fair to non-smokers. |

| Dining |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Deep fried foods aren't good for anyone - should be eliminated. Should do a survey about what types of foods people would like to eat. Should have foods that are better for arthritis and cholesterol. |
| Limited options now. Resident has dairy and gluten allergy - has to buy her own her milk and gluten free cereal. |
| Meat is always overcooked and dry. |
| Not much variety in the last couple of weeks. |
| Restrictions and seating arrangement has affected dining experience. |
| Table service is preferred over buffet because its cleaner. |
| Too much pork and chicken. |
| Would like to have more vegetarian options. |

| Housekeeping |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Doesn't vacuum cushions. |
| Housekeeping doesn't vacuum under couch cushions - should have a vacuum that can clean furniture other than the carpets. |
| Residents need to be told that they need to clean up before housekeeping. It affects housekeepings job and schedule. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| At night sometimes people fall - resident thinks employees should have permission to check in on residents to make sure they are safe in bed at a certain time at night. Should make residents wear the emergency button caller. |
| People should show residents where the muster point is/what building they go to if there is a fire. |
| Too many people here who should be in places with more help and care. Was once a man staring in through the window (room is on first floor) - maybe motion censored lights or cameras outdoors. |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| During winter they don't shovel the drive up part of the front building. |
| If a loud noise occurs outside drywall falls inside resident's washroom. |
| Need new windows. |
| Not given proper notice on if someone has entered unit or not. |
| Notice is left after they have completed work. |
| Smokers shouldn't be allowed to smoke in the gazebo. |
| There are mice. |
| Took a while to do a small fix for bathroom problem. |
| Trees need pruning - especially on east and south side. Smokers often don't follow rules and smoke near dining door. They throw the cigarette butts in the flower beds and on the grass. Smokers should be given a notice and the smoking rules should be enforced more heavily. On east side of the building has a rotting picnic table and piles of rotting leaves - suggests that they dig out the gravel and make new patio area with a new picnic areas and benches. This would give them an extra sitting area (especially for visiting during COVID). This would also make more room for non smokers to sit so they aren't near the smokers. During summer they should hire someone to take out weeds and dead flowers. Drain on front roof (gutter maybe) are packed with mud and leaves should be cleaned so there isn't a back up of water. |
| Wish the rooms weren't carpeted. |
| Curtain type things above windows are outdated and could be renovated. |

| Recreation Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Residents sometimes put pressure on others to partake in the activities and there is an expectation to come to them. |
| Upgraded computers in rec room have few game options now and wasn't able to put in chess application. |
| Would like have entertainment come into the building - like singers. |
| Would like more music - during lunch or dinner. More fitness classes would be beneficial. More movie showings. Circumstantially the activities are limited. |
| Work out an exercise routine for seniors to do in their own rooms. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

GATEWAY MANOR

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Monitoring - when calling about a tenant never receive a call back to say if everything is okay or not. Information is mostly from other tenants. Privacy - was away and no call to let me know maintenance came in my suite. Sometimes no notice, just a knock on the door about minor things. |
| Report back to the person that had a concern not just a notice on the bulletin board or announcement in the common room. Also: please do a follow-up to the door monitor (tag program) when it is reported a resident does not have their tag out. That is our job to make sure they are ok. |
| Unfortunately, being older means those younger have to put up with us and show they do. Irritating we are not children and yet I have felt that somethings cannot be discussed with a dismissive staff. |
| I have nothing to add. I am quite happy with the way things are. |
| Listen to the people. |
| I am happy overall with where I live, keeping in mind there is always room for improvement. |
| Any issue both sides need to be heard - not so here. First come first serve rule here - a lack of understanding. First to call the police gets the ok - others get gone sympathy and the first to call for help when a victimizer (also known as a perpetrator) |
| I would like to see smokers having to sit outside, so non-smokers can enjoy the gazebo. Also wondering when we are getting out shuffleboard, which was ordered way back in December. |
| I think it is perfectly fine the way it is. Just keep doing what you are already. We are lucky to be here and thank you. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| The concern I have is tenants from time to time smoke in their units. I feel more could be done. They might think they have rights but I feel I have more rights in that I don't want to be caught in my unit because a fire was started due to smoking in their units. |
| When we are evacuated for an emergency - and at the muster point - and there is no staff on duty - there is no way to account for who is still in the building. I would like to see an evacuation bag available (with names and contact numbers) to the residents (an assigned monitor when staff is not here). |
| extra safety precautions for first floor windows so we feel comfortable leaving the window open when it is hot |
| I feel very safe here. Never had any problems. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Replace light on the post by the gazebo. Have snow removed from parking lot before it get too deep. |
| They could make sure the garden is rototilled properly. They could make sure the parking lot is cleared of snow in the winter. |
| Love the maintenance staff. So king, so friendly, and great to deal with. |
| Paint lines in parking lot. |
| Keep the parking lot cleaner in winter. |

| Socialization Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Hardly ever told about volunteer opportunities. |
| I don't socialize much. I have enough to do to look after myself. My volunteering, which I like to do is done individually, one to one. |
| We paid for a shuffleboard table in December 2019 and still do not have it. This is not acceptable that it is taking so many months to deliver. |
| Where is our shuffleboard? (X 2) |

| Others |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| If possible I would prefer email, less paper used. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

GRACE GARDEN COURT

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| After sharing concerns, staff frequently do not say what will be done, and by when it will be handles. At times it feels like they are being condescending in just listening but not doing anything about it, like the smokers in the building that have been consistently smoke in their rooms for years. |
| The office staff at Grace are gems. I appreciate GEF so much - living here has been a delight. |
| I would like the administration to be more forceful about the people who smoke in their rooms. I am on the third floor. The woman beneath me smokes in her room and blows the smoke out of her window. It comes up into my window. She said she would not do that anymore but she has done it several times after she promised not to. NOT TO MENTION THAT SMOKING IS PROHIBITED AND THAT SENIORS RESIDENCE BUILDING FIRES ARE PREDOMINANTLY CAUSED. BY SMOKERS. |
| GEF is a wonderful organization in my books. I feel very well looked after (bless you all) |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| We have a resident who appears to be 'unstable' living in the building who has on several occasions gone knocking on people's doors at very odd hours like midnight, 5:00 in the morning, and at other times asking for strange things like change for the laundry. I feel unsafe with him around. I have reported but did not hear back about what action was taken. Did the management talk to him? Management does not ever get back to us about if they have taken action on issues like this . |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Scatched paint on elevator frames is a problem that makes the interior look very run down. Window cleaning should be done in the Fall as well as in the Spring, as outside windows get very dirty. Weeds were not killed in the back of our building even though we were told they were. We are often told certain simple things like this are "NOT IN THE BUDGET". It appears this is a standard answer that admin gives us which makes us resentful because we can see monies are spent on items that are appear not necessary, like putting new carpets in the basement hall where no one walks very much. I doubt GEF will respond to these comments on the survey. Can we know if they will? By when? |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

OTTEWELL TERRACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Better now that there is somebody in the terrace office. |
| Have someone in the office more often. |
| Previous problems not solved by previous staff. |
| Some staff are always helpful and respectful and friendly. Not all staff members are. Sometimes they are rude, abrupt, and dismissive. Not enough credit is given to the women who clean our building. They should be paid top wages and receive great benefits. They work harder than anyone. |
| On this page and the following pages you will notice that there is a positive attitude of living at the terrace. There is one exception in the event areas where that person tends to treat you and others like children. |
| We have excellent staff in our building. Thank you for being there for us. |
| The reason I responded with 'seldom': infrequent presence of staff in office at Ottewell Terrace. The door is often closed when staff are in. and attempts to discuss an issue is not 'exploratory', often rule-based response or indifference. Very recently, a new assistant manager is in the office more often, door open with a friendly inviting demeanor. Hopeful! However, in defense of the former staff, they may not have any agency/power to make change. This may explain their reserved communication. GEF - hierarchical system - tightly controlled by central office. |
| Get honest faithful staff. The ones in here are terrible I need lie and they steal. |
| Get new staff. |
| Definitely would appreciate the posting of large print info: seeing community volunteer activities available in our area. Tear off tabs printed and event numbers and contact phone numbers. |
| Tenant meetings are always "top down". I realize that there is a danger of a few people talking about with their pet peeves. However, there may be legitimate concerns shared by many that should be discussed as a group. |
| Obviously, this survey is designed in accord with certain parameters. In March/20 the topic of the possibility of pets in Ottewell Terrace was introduced. This has an effect on all of the areas of this survey. Staff engagement, personal safety and security, building maintenance, socialization, perception of personal well-being, A big decision/discussion. Who is excluded/deferred from legitimately residing in an "affordable apartment" eg. Ottewell Terrace when the screening of applicants does not adhere to "low to moderate income seniors"? The upper limits of income for some singles and couples here are well above (by their own admission and lifestyle). Although I have a satisfying relationship with everyone here, the above mention is a societal issue for all. |
| At the last meeting pets will be allowed in the future. Seniors are lucky to be able to look after themselves. Pets take a lot of care. We are unable to clean after them in our apartments and outside. We cannot run after them if there is a problem we will hide it. No pets is excellent. |
| About GEF: there is never any prior consultation with seniors. GEF made so many mistakes with this new building. No screen doors - not even on the main floor where squirrels and rodents could get in. Yet, when they rushed into building their new complex in Millwoods, no consultation again. Very disappointing. |
| Get honest mentally healthy staff. |
| I would like to be notified when staff changes, transfers and retires so we know the person no longer is in my building. |
| Thankful to live here. |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Map for emergency, larger print, less words, simpler poster. |
| During covid there has been no designated meeting place in case of emergency ie: fire. We would meet at the lodge which is shut down for us in the apartments. |
| I don't feel safe for fire practice, it was a shamble. It's very hard to do anything at this time with COVID-19. |
| It is important to have where the designated muster point is on the inside door of each unit beside the escape route. |
| Not sure everyone does know what to do in case of an emergency. |
| Rationale for my response of 'sometimes': Re: fire emergency. Some inconsistency in staff instructions eg. I know what I need to do; I am able-bodied> I have been told 2 different things to do about neighbors with walkers and or hearing/sight limitations. Suggestion: clarity Re: above and about Muster Point |
| Review emergency procedures with tenants once a year. |
| When we have had fire drill, my understanding is that we are to gather outside and go to the lodge. This has never happened. |
| Re: safety - for the most part except for the electricity outages and boiler problems with no hot water. Need frequent follow-up in regards to COVID 19 regulations. There are residents who do not wear masks and no social distancing. This is a public place and masks are to be worn. |
| Some tenants are blatantly defying the pandemic protocols and make other tenants who do comply not safe. |

| Building Maintenance |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Terrace was not built with the comfort of seniors in mind. The carpets are like sandpaper and have no underlay. There should be bathtub and shower. We need at least 2 washers and 2 dryers on every second floor. The parking lot is too expensive and they are not cleaning the floors enough. |
| Frequent lengthy power down. |
| Requested a new stopper for my kitchen sink but have never got it. |
| The new dryers seem too hot. They make white bedding/clothing yellow. |
| The power was off around 5pm. The man didn't come until 9pm. He fixed he problem in 15 minutes. Is that reasonable time? |
| To respond to a power shutdown that takes 4 hours is not acceptable. This was not an EPCOR situations - and this was not the first time. Stair wells need a thorough cleaning - especially the stairs to the underground parking. |
| We have a shower that hasn't been working for a year. |
| Cleaning is excellent. Hallway paint chips etc. are noticeably not required. Finally, a break in the plywood next to the ground was repaired. I was concerned mice could get in. Power outage: delayed response, door to underground parking should be on auxiliary source. Re: suite inspections. In my view, 24 hr notice is insufficient. Some residents have outside commitments/activities etc. that require advance notice. Also, time and energy for bust people may be limited.... perhaps 48 hrs notice for suite entry would be considered. What about maintenance of the grounds? Caterpillars eating the leaves of 2 trees adjacent to my balcony. I reported it. One try with soap and water was insufficient. Next years hatch is worrisome. |
| The whole building is very clean and the cleaning staff is always pleasant. |
| I wish we had air conditioning.(X 2) |
| Landscaping (along patio) on west side could be improved when compared to other areas on the property. |
| The balcony north facing gets too much wind. Be lined with plexi glass. |
| Weed the flower beds (especially thistles) |
| Temperature in common room poorly regulated. |

This building does not have proper air circulation. The hallways are very hot in the summer. The bathrooms don't have fans. Our bathroom is almost in the living room and a person can hear everything. It is actually in the living room with the door in the center.

We would like to thank <site staff> (our amazing cleaning lady) for the excellent job in keeping our facility clean at all time. Makes us feel safe during covid times. She is our main front line worker. Hope she gets recognized.

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Good - just covid has changed things. |
| I find it difficult to sign up for certain activities because many tenants will sign others up. |
| It can be difficult to socialize when one has difficulty hearing. |
| More consultation with recreation person. |
| Several of us would love to have a table shuffleboard. |
| There have been offers from outside sources, or residents themselves, to donate a piano for communal use. It is well-documented that music offers many benefits to seniors health overall. The reason (s) for refusal of an asset such as this is unclear. (Of course, the covid crisis has altered the communal possibilities of activities with a piano for now) |
| We'd like to give a "welcoming" printed material to encourage anyone visiting is welcome to visit here comfortably. Our extended family is to remain connected to us, part of (less an institutional home theme) especially for our grand children eg. maybe art work more modern and humorous a bit in the lobby and gathering room? |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ST. NICHOLAS

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Building is well maintained. More notices for serious things like water being turned off (ie put it under everyone's door). Often times staff ignore complaints from seniors, treat seniors like children (and ageism seems to be a factor in many interactions). They go out of their way to cover up the origin of a complaint and shift the focus to something else. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| No camera on exit to the parking lot. |
| Tenants need to be reminded to be sure doors are closed before they leave the area. Coming and going as well for them to remind their visitors. |
| Main floor window area safety issue |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| When people come in to do bed bug checks, the provider should be responsible for any changes they cause. |
| Clean up after weeds in front of building and debris in the rocks and around building. |
| It seems people come to mow the lawn too often, even when the lawn on the west side of the building doesn't need mowing. There are some dead branches on one of the trees on the west side that needs trimming. |
| We find that the carpets in hallways do not get vacuumed all that much and the walls in hallway are dirty. |
| I don't like the flooring in my apartment. It is pitted and would seem it might collect dirt and be hard to clean. It has a messy appearance even when clean. I used to live in Montgomery place where there are only 1 washer and dryer available per floor in the tall building. GEF needs to do more generous in having more washers and dryers available in an area. |
| Would like place painted after 16 years and double sink. |

| Socialization Activities |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| July calendar had offensive remarks stating "I forgot day" and "get a grip day", which is demeaning to vulnerable senior citizens. The calendar overall was childish with bugs bunny day, harry potter day, and other ridiculous days. The social activities have tenants crammed in the common room. The feeling is that staff want the event to finish as early as possible and tenants are not comfortable crammed in the room. There could be a lot more dynamic and interesting presentations done, use of courtyard, and a better format in general. |
| There isn't any socialization activities in this facility other than birthdays and the occasional treat posted out by GEF staff . Examples once a month order in meal - pre paid by tenants (sign up sheet) and once a week AM coffee and PM tea time. |
| More opportunities for socialization. |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ROSSLYN PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Had an issue where the resident's grandson had passed in April 2020, the resident's daughter was only allowed to be in the room with the resident for only 10 minutes. None of the staff, including the manager came to see if the resident was ok, and the resident was not allowed to go to the small outside funeral. |
| Likes staff and says that they are very good. |
| Long term staff always great to address concerns but newer staff are not as good, always passing on the information elsewhere. |
| Not comfortable with all staff in regards to telling their concerns --> closer to some staff than others. Happy that <site staff> has an office so that they can talk to her privately. Does not like when other residents listen in by the door and tell others what they heard. Likes the question box by the door if wanted to ask a question but not in front of a group. |
| Recently, resident was very concerned about how they were going to get their laundry done and they talked to president and vice president. The VP undertook that the staff would do the resident's laundry for them and they did which was very appreciated. Sometimes resident is wondering about something and they do not always get their questions answered from any staff as staff feels it is private however, resident questions that. Resident said that one time they went to the front desk and asked if one of the residents was in the hospital and they could not tell they. They believe that an appropriate response would be to say yes or no because if no one answers it worries them. Resident likes to know when a staff member has left or quit as they would like to have closure with the staff member. |
| Resident does not feel comfortable with staff and they also do not feel that different departments communicate well enough. |
| Resident is satisfied with everything. (X 3) |
| Resident likes to get a written notice for when there is news being passed around staff. |
| Resident says there is a lack of communication between staff and residents. Resident says they would like to know if another resident is in the hospital or has died. Resident says no need for details but would just like to know what has happened to them. Resident says that staff tells them only what they want them to know. |
| Resident would like more information on new changes from the staff directly. |
| staff is very busy |
| Staff is wonderful. |
| Everybody is very nice, it's clean place and the food is good. I can't ask for too much more. |
| Hard to keep a relationship with staff when there is so much turnover. |
| Likes that she can ask the office for clarification. |
| More information done in Portuguese. Resident likes to cook and bake at their daughter's house and would like to do that now. |
| Resident enjoys it here with atmosphere only issue resident has is difficulty with remembering names. |
| Resident is quite content other than their health. |
| Resident is very comfortable here. Likes everything the way it is. |
| Resident is very happy here. However, resident says that the new management has been leaving |
| Resident is very happy to live here. (X 3) |
| Resident loves living here and all aspects to it. Very happy here and no complaints. |
| Resident really misses visiting with other residents on the couch. Misses seeing their family as well. Says <site staff> is excellent. Sometimes feels things are not the same anymore but understands. |
| Resident says it has changed a lot over the years. Residents were younger and would participate in more activities. Says that it is harder to get to know residents who stay in their units. Resident says another thing they notice is that many residents can be a little rude to staff. |
| Resident says its good. |

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| Resident says she is doing good and that staff is doing their best with what they got. |
| Resident says she likes to be told about new information. |
| Resident says to future residents to make sure that living in a gef lodge is what they are looking for and it exceeds their expectations. Resident would also like to be more informed more often such as when staff leave they would like to be able to say goodbye to the staff that leave. |
| This place is very good. You have choices of what you want to do and eat, I have no complaints. |

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| Dining |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| During outbreak of covid-19 not as good as before. |
| Food has been a little repetitive. |
| Health will not allow them to consume fried food and seafood and sometimes finds it hard to get options otherwise pretty good. Finds it hard to tell dining room workers as they do not understand that her diet does not allow her to consume those foods. Dining room staff normally very nice but sometimes they guess what they want rather than waiting for their answer. Likes that they are being served as they did not like how certain residents would use their hands to serve themselves before covid. Residents use their napkins to spit in or blow their nose and they leave it on the table in their glasses and they feel that it would be more sanitary to get in the garbage. |
| If the meals are supposed to be hot they are always hot |
| Likes that dining staff asks what portion they would like but says that when they could line up and get their own food it was much easier as they could see the food and see how much they would like. Does not see as many diabetic options anymore and is concerned about why they are no longer serving food in the diabetic bowls anymore. |
| Lots of turnover in chefs. Resident notices in the food once cooks leave. Resident would like more gluten-free food. Finds food and meals repetitive. Resident says there have been a couple of times where she has been ignored. |
| Meals have been repetitive. Resident believes there should be more servers. |
| Meals used to be better. Resident says that cooks do not stay long. Meals are repetitive. Resident misses the buffet. Staff works very hard. |
| Not a fan of liver or shrimp. Likes the way the dining experience is during covid, wants it to stay that way. |
| Resident comes to second dining shift and food is not always hot. Variety of food is repetitive. |
| Resident feels as though dining staff rushes them to finish meals. Resident feels that meals are not healthy for them as well. Meals are repetitive. |
| Resident finds meat and vegetables overcooked. Most of the staff is quite good but some are more grumpy. |
| Resident finds that some staff bully residents and others are good. |
| Resident finds the food too rich and finds it hard to digest. Says meals are healthy but not for everybody. Resident says that the meat is not cut properly. Should be more healthy variety. |
| Resident is very allergic to fish and cannot even smell it without their allergies flaring up. Resident finds repetitive meals. Finds that there is too much fish served. |
| Resident likes being served a plate rather than the buffet. |
| Resident likes being served. |
| Resident likes breakfast and lunch but says there is room for improvement for dinner. Found more variety when there was a buffet. |
| Resident misses the cook. Resident would like more soft food. |
| Resident says sometimes they are under staffed but otherwise good |
| Resident says that food has gone downhill. The last chef was not very good. Resident misses the buffet. Resident says that food repetitive. |
| Sometime there is too much deep fried food for my taste - stopped eating deep friend food about 50 years ago. Also, too much lasagna, but mostly the meals are good and tasty. |
| Would like to see things like: tacos, zucchini loaf, turnip, fresh vegetables |
| Resident found that they were being served cold food and late back during isolation. |

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| Resident says a server gets mad when resident tells them that they cannot eat that meal due to dietary needs. |
| Finds meat is too tough in the food. Resident biggest problem does not like when dining staff say that a salad is a bowlful lettuce. |
| Food could be better and a bit more variety. |
| Staff in dining room is inconsistent, resident says sometimes they are nice and others "bark" at residents. Resident feels that his family no longer cares to see them. |

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| Housekeeping |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Housekeeping staff is terrific. Resident says she cannot find anything that needs to be improved. |
| How often are they supposed to change the blanket on the top of the sheet? I have been here for a year and it has not been changed. The bedspread as well, would like them to do a better job at vacuuming |
| More rug cleaning |
| Resident finds that some of her belongings go missing. |
| Resident has heard others saying that things have gone missing and they blame housekeeping staff but this certain resident has never had any issues. Housekeeping staff is always good to address this resident's problems. |
| Resident says it would be nice to get towels changed more regularly. |
| Room could be dusted more often. |
| Sometimes staff is a little condescending when resident is asking for help to do her laundry. |
| Staff are angels. |
| Staff does their best but maybe more dusting in the room if possible. |
| Very happy with the service! |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| At noon on 07/21, resident saw a visitor and resident come through the side door and did not get their temperature checked or sanitized their hands which made the resident feel uncomfortable. Resident sees that some residents let in visitors without getting staff approval. |
| Did not like when paramedics came to the resident's unit. |
| Finds that her hearing aids, sunglasses, and postage stamps have gone missing. |
| Fire drill - where do we go? |
| It's as good as anywhere else. |
| Resident believes that anyone in a wheelchair or walker should be on the first floor in case of a fire. |
| Resident is enjoying living here. |
| Resident said one time there was a woman living here who left the building late at night without saying where she was going and someone went looking for her. Resident said she should not have been allowed to leave in the first place but since that they are more careful. |
| Resident says that belongings in her room are safe but not the objects outside of her door on the welcome shelf. Resident says that objects on their shelf have gone missing. |
| Resident says they are unsure what to do during a fire as they cannot use the stairs |
| Resident would like more information on what to do for emergency procedures. Says that it would be good to have a fire drill at least once a year. |
| Resident would like to be more informed on emergency procedures. |
| Residents finds that there are slightly too restrictive. |
| Small problem regarding personal belongings |
| Residents and visitors should not use the dining room door as it does not feel safe. Wishes that there was no smoking room and those who are smoking and who are in walkers keep the door open too long which makes the smell linger. |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Carpet in elevator should be cleaned more often. Trees and shrubs need to be cleaned more often. |
| Dining room carpets are in need of cleaning. |
| Feels that floors may be sinking because furniture slants. Drawers slide out. |
| Flowers should be better taken care of. |
| If I notify them that something needs fixed it gets done right away |
| Littles bushes needed more pruning. |
| Resident feels that maintenance staff should help more with repairing some things. The staff does not want to break things but resident said they would like their help. |
| Resident would like more maintenance to the outside to make it look more professional. Resident says that people should be more trained on how to care for grounds keeping. |
| Resident would like shrubs to be cut more often. |
| Would like a bit more cleaning of the rug. (X 2) |

| Recreation Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Could be more activities during the pandemic. Resident says recreational coordinator is planning activities that are not appropriate for this age. Says the recreational coordinator plans activities are childish. Resident wishes that more family activities right now would be great if possible. |
| Does not find that there are as many activities going on as they were before. Says <site staff> is good. Finds that a lot of the residents do not socialize anymore and this resident misses that. Wishes they could see resident more. |
| Finding like there are not many activities to choose from during the pandemic. |
| Finds it hard living with covid. Resident says it would be nice |
| Finds other residents can be quite rude and exclusive. Residents finds isolated from their family as well. Residents says activities are very good and improved their quality of life but now they can no longer do the activity due to their health. Resident feels that other residents are in cliques. |
| I have bad legs, so I can't do all of the stuff but sometimes I just watch what they are doing. |
| Other residents could be a bit more inviting in terms of activities. Would like more activities with family. GEF center could reach out with more newsletters and information rather than hearing from gef staff. |
| Recreation coordinator could try to connect with residents more. She is a little too busy to do so these days. |
| Resident does not know what is happening every day as she does not understand the descriptions of the activities. Would like more family events that include cultural food. |
| Resident is happy with what is going on.(X 2) |
| Resident misses the birthday parties and other celebrations. |
| Resident says everything is okay the way it is so far. |
| Resident tries to participate in what she can. Finds that there should be more variety for older clients. More sitting down activities. |
| resident would like more activities. activity calendar could have bigger letters. |
| Resident would like more family time. |
| Resident would like more sitting activities. |
| Resident would like to participate more but cannot due to their arthritis. Would like to see their family more. (X 2) |
| Resident would like to participate more but cannot due to their physical health. |
| Resident would like to see family more but understands that its hard with covid. |
| Says that activities could be better at the moment. |
| <site staff> is very good! |

Wants more family events. Says GEF is very good at keeping residents informed. Says that it is easier to talk to the new managers as most of the residents are women.

Would be fun if more fun if more family events. Activities are good however hard to get.

COVID makes socialization harder

Resident does not feel as motivated to go out and do things as much because of covid. Feels more isolated because of covid but before it was good.

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ROSSLYN PLACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| When we have covid-19 the information was put in a hallway |
| Communication should be improved. |
| When tenants who live here, our friends and neighbors, pass away, there is no way to obtain information. I understand the confidentiality issues. If a tenant releases staff, on paper, from this post-death confidentiality. I feel friends and neighbors would have a chance to find closure and grieve in a healthy way. |
| One tenant smokes wherever he wants and lies about it even though other tenants see and report it. Residents socializing with tenants during covid and they are disregarding the yellow tape. Some tenants are playing cards in the lounge on evenings or weekends - 4 to a table during covid. After reporting the staff said whats done and they don't see, they cant do anything about it. We all get punished for the sake of a few who make their own rules. |
| Do any management staff have any management education or training? They seem devoid of any not a clue about management of seniors. |
| I don't think any of your managers even like seniors. Is nepotism part of getting a job here or at GEF? |
| I would like management to stop treating us like children. We are old enough to understand and be able to except the situation and not have you thinking we will have a heart attack. |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| The apartments and the terrace have inadequate night-time staff (none!) to admit AMS staff. |
| Night safety emergency needs for help? could be revisited - many tenants (see last page) in apartments worry they could have a health emergency and medical aides would not be able to get in to the apartment to assist them. |
| Seniors housing requires some kind of security especially at night. |
| A weekend staff member who could let in AMS/Fire dept at night. - Weekend staff member who is senior enough to make decisions regarding the grounds - A mental health worker to help with residents who need help - A better plan in event of a fire for residents on upper floors are dependent on wheel chairs and walkers. The elevators are inaccessible to them. Maybe a buddy system pairing a mobile, healthy person with a less mobile, healthy person. |
| There should be a major button or person who can open doors to get into buildings "after hours and on weekends" If someone was in distress i.e. having a heart attack, they could die if no one can let medics in to help them. We shouldn't wait until we lose a tenant. There has got to be a better way that what we have currently. Yes we are tenants and are able to care for ourselves but anyone can have an accident or an emergency. Maybe if there was someone to call and help the emergency. This idea would be good for all those who are concerned. Some tenant input might be looked into in their regards. An ongoing aggravation in the difficulty with the poor signage of the actual apartment signage - delivery and groceries and taxi pick are VERY often delayed and confused. The address on our building can not be seen from the avenue & even though we try to alert the receptionist when we make the order often the drivers that dial do not get let in. A simple address with arrows printing to our would hopefully be very helpful and avoid worry and frustration. |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Try to get air back before long hot weekends. Our apartments get very warm in hot weather with no AC and our bathrooms get VERY warm and stuffy. The hall-cooled air really helps cool our bathrooms. Speedy repair and reactivating the hall cool air is much appreciated and most helpful. It gets very uncomfortable when no AC. |
| I need glass to install my AC. |
| Weekend snow and ice clearance is non-existent. Staff are always great! |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| 1. Sit down XMAS turkey dinner for our building only. 2. XMAS tree back in corner by windows- not in middle of room 3. Return the water cooler 4. Return the nativity figurines (replace) 5. Monthly dinner - pizza,etc. Morale is non-existent. |
| Covid-19 sucks! Activities are minimal at this time. Staff is quickly on top of keeping us reminded of safe practice re: the virus. |
| Trips: once the paper goes up on the bulletin board. The trip will already be fully booked. The same people go all the time. |
| We like better lighting |
| Some people gossip too much about other people. People who have been here the longest think that everything has to be done their way. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ROSSLYN TERRACE

| Staff Engagement |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Will there be feedback on all of this??? |
| "Hi! I have to commend and appreciate the management on how they have handled everything, this far, dealing with this horrible virus. Thank you!!! I have lived here since April 16, 2020. I have to mention these situations: A lady lives here that cannot walk and I asked her if she could walk and she said "no!" Another lady here wears special shoes (boots?), she stomps around whenever she is at home and this is on beyond 11pm. She lives above me and it has stressed me out a lot. I spoke with her daughter and she told me her mother was told by her doctor to wear them. I spoke to the tenant and nothing has changed. Have these two ladies discussed their medical conditions when applying to live here? Years ago, I applied to rent an apartment in a big place and I had to get a medical certificate from my doctor. I did get one also, went to other places and was told if I came in with a walker or wheel chair - they are only offered to rent on the main floor. This makes a lot of sense. The lady that has to wear special shoes - should not be alone on the main floors. April 2018 - I was flooded by a lady (with medical problems) who lived above me, then. I had been quite ill since the later part of March. It was a horrible situation. I was not treated kindly - I did not cause the flood. Took one month to the day to get baseboard put back on - horrible situations. The place was left in a mess - was not cleaned. I'm quite private and do not tell people about my things here. I hate gossip!! Notice put on door to check premises. Well, it was checking my mattress for bugs. Parking on front on weekends, especially well over 15 mins. I am not complaining, please take this in good faith!! thank you!" |
| It would have been better to have been informed about staff (lodge) - rather than wonder why tape around/along south side of lodge-courtyard plus front entrance - had to find out from a terrace resident. |
| Poor communication in regards to what is going on in the lodge! |
| There is a discrepancy between what the tenants are told to do what the staff do - eg- social distancing because of the covid such as wearing masks, sanitizing hands - hard to do if there is no product in the containers. |
| Tenants wish to see the survey results once everything is compiled together. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I would feel safer if one of my children had access (FOB) to the terrace so that they check on me if I was having a bad day. We are a very close family and they and nurses feel a little pushed off with the present system. I understand that privacy and security is important but my daughter would be willing to be screened to gain access of a FOB. As this is an independent living building not an assisted living situation. |
| I question the fact that according to Dr. Hinshaw - workers should be going to different buildings to work. So why are workers from here going from the terrace to the Lodge to Londonderry, etc. Finally we are able to socialize a bit- thank you! |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Why hasn't the bird droppings been cleaned up just outside of the main entrance? It's a disgrace. The area in front of the elevators on the parking level is usually dirty. The inside of the elevators are not as clean as they should be. |
| "Hi! I have to commend and appreciate the management on how they have handled everything, this far, dealing with this horrible virus. Thank you!!! I have lived here since April 16, 2020. I have to mention these situations: A lady lives here that cannot walk and I asked her if she could walk and she said "no!" Another lady here wears special shoes (boots?), she stomps around whenever she is at home and this is on beyond 11pm. She lives above |

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| me and it has stressed me out alot. I spoke with her daughter and she told me her mother was told by her doctor to wear them. I spoke to the tenant and nothing has changed. Have these two ladies discussed their medical conditions when applying to live here? Years ago, I applied to rent an apartment in a big place and I had to get a medical certificate from my doctor. I did get one also, went to other places and was told if a a come in with a walker or wheel chair - they are only offered to rent on the main floor. This makes alot of sense. The lady that has to wear special shoes - should not be alone on the main floors. April 2018 - I was flooded by a lady (with medical problems) who lived above me, then. I had been quite ill since the later part of march. It was a horrible situation. I was not treated kindly - i did not cause the flood. Took one month to the day to get baseboard put back on - horrible situations. The place was left in a mess - was not cleaned. Im quite private and do not tell people about my things here. I hate gossip!! Notice put on door to check premises. Well, it was checking my mattress for bugs. Parking on front on weekends, especially well over 15 mins. I am not complaining, please take this in good faith!! thank you!" |
| YEs, I think the building is kept clean and tidy thanks to the cleaning staff but I think the outside could use some TLC (bridge over dry creek) |
| I never had any problems. |
| Outdoor tables and chairs need a paint job. |
| Please have one more washer and dryer. (X 2) |
| I think the grilling fans are poor quality, because when the fan is on beneath the feed room and makes it very noisy and it bothers my sleep |
| Ever since I moved in my shower has needed to be fixed and they keep saying they will not be fixing it. Every time I have a shower it makes me angry that the drain is too high. The middle to drain out and the handle to hold onto is backwards.The manager and the building cant do anything about it. |
| This worker and dreper issue about taking them out of level one and have put on the third floor was a terrible idea. Carried laundry from main to third floor sometimes washers were used so had to go down to main and try later or wait till someone was done with their laundry. There are no wash rooms upstairs for laundry room. There was only ten machine upstairs for 50 tenants we finally did get 1 machine back down stairs. would be more convenient to have 2 washers and 2 dryers like we used to have. |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I did enjoy the names of residents (in monthly newsletter) when it was their birthday. I have had no problem with my name listed in request, etc. enjoyed knowing who else had a birthday in my month. |
| For the most part to have enjoyed living here and would recommend it for anyone, to feel safe, the food is good and there are lots of activities enough to keep anyone busy but I think we need a new bus as the one that is all painted is a disgrace and very uncomfortable ride for seniors who enough aches and pains and it so bumpy that it makes me nauseous. |
| Really miss being able to have family and friends in our multipurpose or 2nd floor table. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

BATEMAN MANOR

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Two tenants, one more than the other know for far too much about others and therefore hard to talk to staff as it doesn't seem private. One spends too much time in office if staff is there. |
| Staff is only in the office one day a week from 8-12. If we phone Montgomery, you get a lady who is ver rude that answers the phone. |
| Id like to have cleaning done in my apartment, also having management here in the building more often would be good. |
| Please have a manager in the office more than just 1 morning a week. |
| I have been living in this building since 1955 and am still here!! I think that says it all!! |
| After 16 years - I guess not!! Great place for seniors!! |
| Living in bateman manor we are all neighbors and care about each other. When the ambulance takes a tenant out we are all concerned. But we never hear about the person at all. Couldn't we be told if the person is ok. (details can left out) I realize its a "privacy reason" |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Our backyard needs serious attention!! |
| There is a curve near the front on lower bedside which should be done by hand instead the machine gouges the lawn, leaning a messy, dirt surface. It used to b done by hand 3 or 4 years ago and looked like one big patch of green all over but to save 5 to 10 minutes, its not adorn and leaves the front lawn patchy. Too bad this building could look the nicest out of the block. It now looks the worst. |
| Need AC or cold air return. It is a brick building that holds heat and the heat is critical to seniors, the heat is cruel to most of your tenants. |

| Socialization Activities |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| A couple of evening activities. Stop yearly reapeats and take more notice of those who cause the issues so more people feel comfortable. E.g. coffee time (better lately) before covid. |
| I feel the coffee group is only a means to gossip, criticize, and demean staff, GEF, & cruelty to tenants who are ill or different. I feel if they want to have coffee go to each others suites. This is independent living facility. We shouldn't expect to be entertained or have our social needs met. While independent, the more we socialize the more gossip and cruelty persists and believe this a lot of conspiracy theories are born. At our golden years who needs it. P.S: the office staff should be very careful with confidential information regarding gef and tenants as there is a tenant who distorts lies, and spreads this info as she needs the power to know and tell all. |
| Please be aware of the true toublemakers. Too few activities that are mature, less control by the same couple of tenants. They tend to be judgemental of new tenants and complain about gef when we are fortunate. It too many of us that they are in charge. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

FATHER HANNAS

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| staff are courteous and professional |
| love it here |
| lucky to have this type of housing available |
| accurate reporting of meeting minutes |

| Personal Safety & Security |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Add some security |
| there are household materials are being stored in the entrance |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| nobody likes to sit by the patio because the air conditioning is too loud |
| maintenance is addressed promptly and with great quality |
| maintenance is first class |
| maintenance men are the best and smartest |
| plot of ground near the garbage bin needs to be tidied, there are ink marks on the walls that have not been removed |
| snow removal, weeding around the building |

| Socialization Activities |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| organized fitness activities, e.g.yoga |
| wool for knitting |
| more social activities, short bus trips, exercise groups |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

GOLDEN HOMES

| Staff Engagement |
|--|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| They can be more understanding |
| GOLDEN HOMES IS REAL NICE PLACE TO LIVE. I KNOW I LOVE LIVING HERE |
| Smoke smell comes into the room through the vents from the neighbor's unit, either vaping or burning something that is offensive |
| There are units where the tenants smoke, should have designated smoking units that are beside each other; there should be more administrative presence, you would see for yourself what happens here |
| enjoy living here and hope to stay |

| Personal Safety & Security |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Better lighting in the back alley so the cars aren't broken into so often and have the back alley paved so it drains properly and we can actually walk safely |
| windows secured by a stick like the safety inspector suggested |
| 1) Were supposed to get more towels for window protection (Police visit) 2) the neighbor's son lives with her. He has taken everything I have of value, mostly gardening tools. Rummaging around my stuff at night. I can hear him but am too afraid to go out there, the next morning all my things are on the floor. He drags shopping carts to the area-throws garbage, I have pictures nothing is being done about this |

| Building Maintenance |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| the area is riddled with ants and mice, ultra sonic should be provided to each unit |
| Eavestroughs are an issue on the buildings! Regular maintenance is not doing the job. During rains storms they drip between the trough and buildings! The rug in the living room of unit#8030 has a bad stain in the middle of it and I was told it was not going to be replaced! I would like to have it replaced. I was also told it was cleaned but it is still very stinky. |
| Window casings need to be repaired |
| Maintenance is overall iffy, but we don't pay much rent so I guess it is a trade off. |
| When maintenance are doing repairs and they find other concerns they should repair them or let someone know about them |
| Garden and garden sheds are an issue with the various tenants I thought the sheds were to be removed. Now the tenants are arguing about what the rules are for gardens or sheds |
| The trees need cutting and kept up. There are some units that looks like a junk yard. |
| It takes too long to get somethings done properly. Need hood fans above the stove and air conditioning |
| Was told that storage units would be removed when tenants vacated, but this has not happened. Some tenants have 2 units and some have none. There are mouse habitats that need to be removed. |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| there should not be prayer groups on public lawn every week |
| Can socialize as much or as little as they want to |
| Do not have social activities in the building |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

MONTGOMERY PLACE

| Staff Engagement |
|---|
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Let tenants know who has recently died and who has left or arrived |
| Not given much to share our thoughts on some very important matters in the building |
| If the staff want tenants to wear a mask then the staff should as well |
| Office hours are not long enough for me to get into the scheduled programs |
| With the office being closed so early all the time now. The hours are absolutely ridiculous. |
| I will suggest it is very important for the resident to have information at least every 10 days about possible changing in the building. |
| I would be happy if every 10-15 days you send a letter to home explaining the new improvements or changes that could be applied to the residents. |
| I would like the bulletin board to be more user friendly with a small area for new items. All items should be dated and the new bulletin moved out of the "new area" after a week or so. This would encourage me to check for new info regularly. |
| Having all tenants informed concerning a new manager. |
| During COVID they received a detailed memo on the building, this was the best source of information and this should be done more often |
| " As a monitor I would like management to advise me when I question them about a tenant with no card on door. I would like to know if tenant is there or not. They don't advise you on what to do. Also, management does not enforce covid rules. They allow some to sit where it says NOT to (marked with signs)." |
| Most time talking with staff is a waste of time. Staff addressing concern: no answer = not positive. |
| This has been a different year for everyone and with new staff in the office I don't always feel they really know or care about what's happening outside of their office. We should be informed about how certain complaints have been handled. Not much sense is letting staff know about issues if no action is taken. |
| Told by staff when voicing a concern "if you don't like it then move out." No point in complaining. Staff need training in communication skills. |
| very cliquy. nothing gets done or fixed properly. |
| Improvement since administration change! |
| Office staff are great. |
| Our staff are fantastic (all of them) to keep us all safe but I wonder about the GEF staff lately there to be some very serious problems. |
| "Just be friendly- we are old people not out to cause you harm or grief" |
| The place has gone downhill in the last 12 years. Feels like an institution. Is this nursing homes or apartments? Tenants are treated like children. |
| "Do NOT allow smokers to hang out in front of the building or in front of one's window. Places are marked for smoking at courtyard. The place is not looking very becoming with those people hanging around. Management just cannot get these people to cooperate even though they request them to move." |
| "There is so many people sitting down at the front door. I suggest they can sit down & have fun with friends at inside garden then when people come in or out they feel more comfortable. Thank you!"- Tenant |
| Have an issue with smokers smoking in the building. This was presented as a non-smoking building which sealed the deal for the tenant. However, there is still a smoke smell because some of the older tenants cannot afford a coat and boots to go outside and smoke (X 2) |
| Lots of improvements needed. |
| Lots of issues with the courtyard this summer. No direction because the recent staff don't know anything. Are there o procedure manuals or notes regarding irrigation or fountains (like no irrigation during hot spell because no one knows how to program the frequency). Allowing certain tenant privileges regardless their personal plants when others weren't allowed to. Letting pot smoking in yard and room without any deterrent (warnings - this goes also for cigarette smoking). |

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| Being told if you don't like it you can leave as an answer to a complaint and lots are now leaving. A certain person who has made the courtyard so unpleasant with harassment and spoiled the visiting for many tenants. The courtyard is for everyone to enjoy in their own way without interference. I will be in this building for 4 years soon and up to the point have been very happy but feel a little disappointed and let down regarding points I have made. Maybe it is all pertaining to COVID, but it seems like the office has lost direction and they are stepping back and we now have a ship without a rudder. |
| Lots of problems in this building that are not addressed. Volunteers get little to no direction. Too many expectations. Aggressive behavior by tenants towards not dealt with. Constant problems with heating & water. Office door closed too much. People smoking in units. Cannibus smoked openly in courtyard. Staff says cant do anything unless tenant caught outright. |
| My thoughts are after the many years is that seniors are treated liked children and are never able to participate on our own. I have never seen people out of control - we are mature adults. One more issue are those who smoke in their units. |
| Managers needs to be introduced during coffee clubs start again - Staff needs to say "hello" when passing tenants |
| On site staff are fantastic. Recently, had to deal with GEF head office Alberta regarding money issues and GEF owed them money. It took from May 27th, 2020 to August 6th, 2020 to complete. |
| People who smoke should not be let in or do not mislead people into thinking that this is a non smoking building |
| Remember this is an apartment not an old age home or nursing home |
| Thank you for consulting with is, please continue to do so. |
| The price for basement parking is way too much and is not kept clean since the last full time man retired. |
| There needs to be better control for smoking in the building |
| Very happy here |
| We love our apartment and building. The staff are wonderful to us. It would be nice to be able to use the kitchen for family get togethers. |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I feel very much at home here. |
| My apartment will lock when I walk out and once I did not have my keys as I was not leaving the building. Once I called emergency services and twice staff have let me in. I am going to ask that they look into it. |
| There was a drunk resident one night that was being belligerent and going to floors he does not live on asking about fixing his TV, not sure what to do with a resident like that |
| Need to be accountable and responsible, that we have a safe place to live |
| This covid problem made it unsafe in that you do not want to use handrails. I felt better when I got my walker. |
| After 10pm we cannot see clearly who is coming in and I suggested we should have more access to look at the faces of the people who are coming in. The TV does not show clearly who came in. |

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| Building Maintenance |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Cleaning staff do an excellent job at maintaining the building. Maintenance are often underqualified for job - constant heating and water problems. Major problems are not dealt with in timely manner. Patched up not replaced or fixed properly. Need professionals for heating and water problems. |
| 3rd floor base boards not fixed since last year - 363 bathroom needs to be fixed, talked to staff yet nothing had be done - Hard to get things done |
| "I have a tripping hazard in my hallway. Do we have to have to so many fire drills - one every 6 months should be enough as we are not stupid. When my fridge broke the old maintenance manager (he drank) gave me a dirty fridge to replace the broken one and he was staggering and slurring his words. I cannot get down on my knees and there is no one to clean it." |
| Baseboards that have been off for about a year and it makes the building look tacky, stairwells are not being kept clean |

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| (X 2) |
| Entrance into building looks like a holding penitentiary. One feels they have to get to the door quickly. Don't loiter or talk to anyone (pre covid-19) --> not welcoming. Other GEF buildings have beautiful entrances. Hallways are freezing during the winter and no one from office seemed concerned with that issue. |
| Except for flooding in the entry of apartment. You do the outside but you do not touch the apartment. |
| I continue to get dirty water when I first turn the tub taps on. Sometimes shower and bath taps will both be dispersing water at the same time. I would not have moved in if I had seen how the dirty the wall inside the heating vents are and I cannot clean it myself either. |
| I will like one of the staff to come after 18:00 hours until 24:00 hours because there are smells of cigarette smoke and also too much smell of marijuana in winter. We can breathe because of the smell. |
| If the floor has been cleaned they should remove their shoes so that mud does not get on the carpet |
| It is too dusty in my unit. I hope that there is something that can be done to the general filter in the building. |
| Maintenance work very hard to keep this building in good shape but there are a lot of problem with the sewage bc the pipes are too small. |
| Power is always going out, air conditioning in halls does not seem to be working properly |
| Rug baseboards not re-attached, if hand sanitizers are empty refill them |
| Rugs need shampooing as they look quite dusty. |
| Smoking should be farther from the front entrance. |
| They can only do so much with maintenance. The design of the front. Entrance = poor design = cold and not inviting = sitting on window sills = where are the chairs and warm atmosphere note = get your money back from whoever designed it. |
| Wonderful building desperately needing upgrades, especially in kitchens and bathrooms. Appliances and faucets are ancient. Depressing to live with things from 40 years ago! Entrance and lobby areas should be improved --> now they are stark and unfriendly. |
| Would like rugs in elevator removed. |
| "When repairs are needed, seems like a band aid fix. You need them back repeatedly to fix problem i.e. plumbing, water." |
| have more qualified staff members to work for maintenance |
| Maintenance staff should wear boot/shoe coverings when in individual's units. I have observed a lack of ongoing maintenance in the building - it seems that staff just waits until something breaks, such as air fans, before anything is done and then repairs are not done in a timely fashion. The outdoor fountain has not had required maintenance since it was started months ago. |
| The staff here are very nice but the problems that now have to be dealt with are because very poor maintenance has been done all along by under qualified staff so now most things are done the best they can without taking the place apart. Better wages would have attracted more qualified staff. |
| I like the way the maintenance has been done but sometimes more information is required. |
| Maintenance has been getting better since June |
| I wish the outside windows were washed more. |
| Need better AC. |
| The baseboard have been off for a few years now. The rugs in the hallway are a disgrace. The windows are in need of cleaning. |
| There is one maintenance person (young, tall, always on his cell) and if you want to ask a question we feel as though we are interrupting him. |
| There should be no maintenance or inspections scheduled when tenant is not at home. |
| To save on lighting cost some areas (laundry room, exercise room) could be on a timer or motion detector. Hair dressing room could have a light switch to be turned on when in use. |
| Our stove in our double suite had 2 burner do not work very well it takes a long time for them to operate. We have been cooking on stove for 2 years but now 2 front burners take forever to operate. |
| Staff does not respect my unit when maintenance staff refuses to take off their boots or shoes or wear coverings over them when doing maintenance in my unit. Office and cleaning staff also don't remove their shoes or wear coverings when in my unit for inspections. |

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| Were told that windows would be washed once a year and that has not happened, it is hard to see through the window since they are so dirty. The carpets have also not been cleaned |
| Concerns about plumbing, had flooding in my area of the building |
| The front door to our building do not work. When our new doors will arrive and be installed. The heat in the building didn't work most of the winter and now the air conditioning does not work in the hallways on the weekends. |
| improved insulation on the walls |
| "Elevators are often breaking down - can something be done about that? Hallways are also cold after garbage shoot is fixed. Once a month water has to be turned off. I do not want carpet removed from my suite. My health is not well & I sleep a lot because of the pain so I miss out on activities but it is my own fault & if I really want to do something I make time for it. Over a year ago, I had a leak in my pipes behind the bathroom wall & they still haven't cleaned the carpet or repaired the lower wall or replaced the baseboards." |
| Apartment I live in had a flood in the bathroom. The attendants ripped out the baseboards and it has almost been a year now and nothing had been done about it. I come in to make an appointment to have it fixed and I am kicked out by hearing it is the insurance's responsibility but they never come. If this is not looked after, I will have to go above and get it fixed. |
| I would like to have a small broken floor stripe repaired that broke apart by my bathroom door for over a year now. Around sink tapes in my bathroom looking I put paper towels to absorb leaking all the time. |
| I would like to have a vacuum track which can clean the pipe or main pipe of the building at least once a month. |
| Make sure we have heat in the winter. Froze my butt off during the winter season. Grateful to have a new manager. |
| Parking is not available, fix the air conditioning |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| COVID shut everything down |
| I hope the social rooms are open after covid. I am basically a loner and busy in my apartment... activities are a nice change/option and a nice way to meet tenants. Office staff are busy but accommodating. I would have shopped around more for cleaner, newer apartments with blinds and cleaner carpets in my suite. I thank those for all the work they do. |
| I like chances for casual socialization which are very limited at Montgomery. 1. Please bring back easily cleanable chairs and table to the lobby area by the exit by the courtyard. 2. 8th floor lounge: It is a deserted unwelcoming place now. Move puzzle table apart and away from the back wall (max 2 or 3 tables) beside the windows, as they were when I first moved here, with plain chairs around them. Remove motion detector and return to light switch. 3. 1st floor lounge - kitchen should be available when room is rented 4. Have some area in the building where residents can make a cup of coffee or tea, if desired, and just hang out. |
| I wish we could do more summer activities where we can look around the community. We could have a summer beach day near the river enjoying the scenery, and have a small bus so the people who cannot walk can enjoy it also. (picnic in the garden etc.). I wish in the future we have a sociable day where we can only talk about our self. |
| If you sit in someones chair then you are not encouraged to staff. Most of these buildings are run like a small gossip town with the "in crowd" and the "not so in crowd" |
| Misses the parties. |
| More cultural activities, museums and art galleries |
| The games such as shuffle board are properly posted so every one has an opportunity to register. |
| They need to stop bullying within our building as always seem to be harassed by a certain person. |
| Very little due to covid, social activities closed down. Usually there are lots to do. Christine does an excellent job. |
| Would like to have chair yoga as an exercise program. |
| " I have lived 12 years and the place was boring the 1st few years. Once you hired <site staff> the place came to life with her wonderful ideas of new things to do. The best one was the painting classes, but they are every 6 weeks which is too long. Now we have nothing with covid-19." |
| "The tenants are very cliquy. There are many small groups. Some tenants do not respond with a "hello" even. Some are just rude (even one of the staff)." |
| 1. Based on many years of experience I can say that at least 20-30% of residents here harbor some strong racial/ethnic |

bias. 2. After numerous times when my greetings -even ones as simple as 'good morning'- were ignored or even rebuffed and since I can not remember every face I now initiate greetings only to my fellow ethnic minorities or person I know. 3. I believe people have a right to their feelings and harbor no ill will towards anyone. 4. I have wasted too much of my life on social gatherings and now I feel it is time for me to relax and enjoy solitude and reflection, and my apartment in Montgomery Place is where I want to be: serene and undisturbed. And for that, I am eternally grateful to the GEF and to this wonderful country of ours.

A group of tenants appear to run things making it uncomfortable to join in. Coffee room - cannot sit in certain places. Cards night - push certain people out. Shuffleboards must be liked before you can play or else be forced out. Social night very cliquy. Rec coordinator very good and tries very hard to get activities going and have people join in. Courtyard is beautiful. Volunteers do good job but staff does not monitor for bullying or bad behavior!!! If rules cannot be addressed by staff when policies are broken then the policies should be removed e.g. smoking both cigarettes & cannabis in units and courtyard. Halls reek of smoke.

Activities and calendars are fantastic.

<site staff> on the social activities staff is the best employee in the whole place, followed closely by the excellent cleaning staff. They work very hard and are tremendous to deal with!

Need more activities for the residents, there should also be a resident's organized comity

Others

Is there anything you would like to add or suggestions you may have for improvement(s)?

EMAIL PLEASE!

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

STRATHCONA PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Can you send a language volunteer twice a month please? I want to share my ideas while speaking my language. |
| -Super staff, very helpful, they go out of their way to help and so easy to talk to. |
| I have only been here for a day or so and what I have seen is wonderful. |
| " I think tenants should be allowed a pet to combat loneliness especially in this new time of social distancing." |
| Putting a poster on the front door to inform residents, only provides info for those who go out all the time, (or smokers) I would like a website, or email, or text rather than previous method or a letter tucked into my outside door handle. |
| Would be nice to know more of the new tenants again. |
| If info is only in the elevator you can sometimes miss the notice. Office is always very helpful. |
| Our staff/tenant meetings stopped months ago when COVID started. I don't see why it was necessary to stop the meetings. We all have masks and we know how to social distance. We could still be meeting, just making sure that we follow AHS guidelines. |
| Tenant would like more updates from staff about what is going on in the building. (X 2) |
| "Unfortunately on site staff do not have the authority to address the problems we encounter." |
| it has been a month since I moved into this building, but my name is STILL not on the directory. When I ask, the response is only that it is coming. |
| There is actually no use talking about anything with staff as it is black and white. It is usually what is good for GEF not the tenant. I know the people working in my building are following orders. I've given up on trying to be heard. |
| I keep to myself - privacy is important. Nothing is perfect - people act up or do something wrong and I don't think actions of GEF are thought out. |
| Some situations are limited by privacy concerns. |
| <site staff>, the boss, is not good with people and does not respect seniors. <site staff> is wonderful, I am not the only one who thinks so. More information in the background of applicants by staff management. |
| The two main people who work in the office are always really nice. But the part time people not so much. They seem to treat people like they are little kids - speaking in a very condescending manner and speaking down to them. |
| I am so happy living here. All staff are so caring and focus on meeting our needs professionally with high competence. I am touched by the free ice cream gesture every month which is a kind and caring way to check in on all of us. The communication system is excellent. It was a busy summer with many repairs. All staff are wonderful. |
| Some safety concerns otherwise love living here and love my place. |
| Staff is very helpful |
| Need new manager (head) of staff. |
| "Some of the rules and regulations are not fair- first and foremost - being able to have animals - must live in a bachelor suite... because they are hard to rent!!!!" |
| Are the mailboxes that were removed will be put back? if not why? Privacy and accessibility issues!! |
| Check people more carefully before letting them move in. |
| I do wish to share a concern re: second-hand smoke, with some suggestions. I would also like to speak about my general experiences living here. One thing I find remarkable is the exquisite silence in and outside the building. I neigh neighbors noise it isn't long term. I spoke to one neighbor and he immediately turned his music down. Basically, at any time, it is so quiet here. I find that contributes to my health and well being where I get to enjoy my nights, having quiet peace and enjoyment in my own home. I am so grateful, I get to view the inner courtyard and the gardens, peacefully sharing the space. There are really nice people here. |
| more night people |
| Office staff is helpful but office hours have been shortened. This makes it harder to speak with office staff. |
| " I think everyone likes to speak in their language. That's why my suggestion of bringing in every language volunteer |

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| should come and speak here at least twice a month so that tenants can express our ideas and feelings properly. You know English is not our mother language but I know that it is an international language and I understand it's importance. That is why I try my best to learn this beautiful language. I am language barrier but sometimes I cannot explain my feelings to others. This is a multicultural country but our management should have every language volunteer otherwise it is difficult. In spite of them I like this management and staff behavior. They respect everyone. GEF management is caring and very nice behavior. They respect seniors. Thanks!" |
| I think that GEF is the best thing that ever happened to us senior citizens. Its a job well done! |
| Music in the hallway's light |
| Perception of personal wellbeing section is particularly reprehensible. It reflects the inadequacies of most "mental health" workers in Alberta. Lack of training, lack of experience, lack of integrity, etc. Negging is a typical response to requests for those responsible for dealing with problems. If you can conclude that the whistle-blowers are "depressed" or "delusional" you can carry on denying any need for effective action. This is on the same level as your insurance company denying "mysterious disappearances." |
| Please retain " I am at home" atmosphere. |
| The rent is too high here for what we are getting. |
| Your front office staff are very nice and helpful. |
| "No baseboards is really distracting/dirty looking." |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Quite often people get in and are at your door when you don't buzz them in. I had a man who wanted to inquire about his son being in a car accident with me and just appeared at my door. He entered my suite and I felt very intimidated. My car has been broken into and I do not feel safe at night in the parking lot. Why are there not cameras on each floor? |
| Cameras should be updated, inside & outside the building. |
| Need more and better cameras. |
| Poor security cameras and need a larger smoking shelter its not wide enough and is dangerous to walk through. Also, chair near elevator would be nice so I can rest while waiting for elevator. |
| Security channel for both servers. |
| "Sometime I feel safer when staff is in the building. Not so safe on the weekends." |
| Although, I do feel safe in the building. I do have concerns regarding the tenants who smoke in their rooms and those who bring things that they find in garbage cans. I think the building staff needs more authority to deal with these people and even the ability to cancel their lease. |
| As stated before, <site staff>, who I have never met made the decision I would be on the main floor. If my husband left his facility and found me he would finish what he tried to do which was take my life. My site would be easy to break into from the window side. As it is when I have my curtains open people walk by right by the window. I either live in darkness or have people looking in. I suffer from PTSD as a result of years of abuse and all I have looked for was a good, safe place for my pet and I. Being on an upper floor was my ONLY request and it was ignored by Elizabeth. I am a good tenant who deserves better treatment than that, I have also seen a female friend of mine beaten up by a man who should have been relocated a long time ago. |
| They take too long to get rid of tenants that are not following the rules i.e. abuse, fighting, verbal abuse. |
| "Recently a tenant was evicted. He sexually harassed women and was a bully. He should have been evicted a long time ago because he was a definite threat to vulnerable tenants." |
| Tenant is worried about their vertigo and taking the stairs from the 9th floor. Would like to see more colour contrast on the stairs to help with the climbing. More info on emergency procedures. |
| Although criminal gang activity has been reduce there is still a serious criminal presence in the building. this presence is under outside criminal gangs, some of which are aggressively dangerous. The current building manager (Sari) has done an excellent job in reducing criminal activities. |
| Everything is really, really great. |
| A safe place for bikes inside or outside. People with dementia or other cognitive disabilities should not live alone in this building, some even smoke in their suites and walk around knocking at doors. |

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| Some tenants do not discriminate on who they give entry to. |
| The exterior doors are unlocked from morning until some time at night. I have found unfamiliar people inside these doors. The door into the living portion of the building is always locked and requires a fob to unlock it, but I worry that some of these people who enter the unlocked door and stand in the foyer between doors could be let inside by a tenant who does not know or care about the rule of not letting strangers into the building. I have seen one woman walking around inside the building who I am quite sure was not a tenant. She wasn't doing anything wrong when I saw her but I was worried that she would start walking along the hallways trying doorknobs until she found open ones. Some tenants do leave their doors unlocked because they have caregivers who visit them during the day, or they are expecting food delivery or something. I would like to be able to leave my door open once in a while because it can get very hot in here and with the door open I get a nice breeze from the air conditioning in the hallway. But I don't dare leave my door open. |
| I am so impressed at how supportive, caring and professional <site staff> (and all staff are). Problems are addressed and solved. For example, when I first moved in a man across the way, who could see into my suite was acting like a peeping tom. When I told <site staff>, she called immediately with the concern. He immediately stopped and the problem is resolved. <site staff> responsible and problem solving attitude keeps everything running smoothly and safely here. I am so glad to be living here. |
| The building is safe. Some of the actual tenants may not be i.e. Tenant beating on another tenant or man beating on a woman - NOT tolerable. |
| I would like an all night security guard in our building to who we could call on in an emergency. |
| Icy sidewalks and entrance driveway is extremely icy with inches of ice built up.(X 2) |
| My sense of safety was violated when my suite flooded due to a watermain break. I am still trying to sort out things that were damaged due to that flooding. I have no friends or family to help, and I could not hire anyone because of covid-19. |
| With reference to "sometimes", I find some tenants are dishonest, uninformed in general, rude, gossip, and bully people to the extent that the victims of this behavior are sometimes evicted because of physical altercations and the bullies remain in the building. I personally, lead a private life; however I have learned from some residents that they do feel unsafe. |
| "I need a volunteer in my language because I do not know the computer language. Someone can come to my home with a mask and I will socially distance as well. I always follow the instructions from the health department and I know that preservation is better than cure." |
| An enclosed area on grounds where those of us who use medical marijuana without exposure to elements please. It is legal now!!! |
| I know it is hard to control always. I hear that there are some tenants that keep office well informed. |
| There can be hot tempers when no one is here. Somehow a problem gets solved. |
| Those in the office should have some leeway to make a decision if a tenant has an emergency that is beyond the state of emergencies. Some in my family were moving and I had made dinner for them. It was Saturday and I had all these big pots and container. When I went to get a card to transport these heavy things to my car. I found that the handle on the door to room was broken and I was unable to access the cart. I phoned the person in the office at Beverley to see what could be done and was told (five times) that it isn't an emergency and they hung up. It would have been nice if they had pictures of this event from the view of their 88 year old tenant and had authority to help. |
| Walking down all of the stairs is pretty well impossible but I do not want to move from my present unit! |
| Was moved to a handicap apartment because tenant above old place made too much noise. New apartment is difficult to live in. |
| We were promised something better than the little "pins" and holes that are supposed to secure our windows. The safety inspector called them useless. The right sized stick would work better |
| Why so many new smokers moving. |
| Would like to see front door replaced as it is easy to knock off tracks. |
| Would like more security and more security cameras in the parking lot and around the building as one tenant had her catalytic converter while their car was parked in the apartment. This cost the tenant \$3000 to fix. This tenant has been here for 2 years and this is the third vandalism they have had. They would like a very bright sensor light especially for when people go through the back alley. MORE SECURITY!! Deter vandalisms and thefts. Tenants are frustrated because when something of theirs in their car or their apartment gets vandalized or stolen, the staff say that it is the tenants fault. Frustrating because these tenants pay a monthly parking fee. Security camera that is put |

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| <p>out there only covers the back entrance and barely any of the stalls and the image quality is poor. Maintenance staff has to take off baseboards off and then they say that they'll put them back on but then they never end up finishing it despite how many times the tenants ask.</p> |
| <p>As of right now, the entrance of the building is being cleaned far more during the pandemic than it was before. Tenant finds that the elevator is not cleaned much, the floor should be scrubbed.</p> |
| <p>Tenants are very frustrated very frustrated with the smokers. They found when they did other surveys and complained about smoking nothing was done. Now all of the smokers are monopolizing the backyard and the front yard and many non-smokers cannot enjoy that area as they are allergic. It is frustrating as this building is advertised as non-smoking. Also, basement is filthy. Apartment Ansgar Villa</p> |
| <p>Tenant is worried about their safety after hours and they were panicking and having a panic attack and their breathing was off. So they pulled the fire alarm because they could not speak. They would like an improvement for security for after hours especially because there are no staff available.</p> |
| <p>During the whole covid process, tenants have been completely cut off from the internet and it has really impacted how isolated they feel as they cannot stay updated with my family and friends. Cannot go to the library, have no books, no tv, no internet. Tenant would really like the common areas to be open.</p> |
| <p>Whenever there is a fire drill, everyone piles down the stairs and people are bringing their walkers and wheelchairs down the stairs and no one is helping them down. This ends up causing an issue and slows down others going down the stairs.</p> |
| <p>During the fire drills, there is no GEF staff or fire department to observe how well the apartment and tenants do during the fire drill process which means they cannot make any improvements.</p> |
| <p>A lot of tenants behave inappropriately and they do not take into consideration that they are some tenants that are challenged and the other tenants can be quite rude to those who have disabilities.</p> |
| <p>I find the peace from the garden as a major tool for my health. Having said that.. I have had virus symptoms go through 3 times. I have seriously compromised immune system. I wear a mask around people and I socially distance religiously. Some people do not take the same precautions, fine I believe in live and let live. But I do not like being attacked and bullied for following the rules and I have been by both men and women living here. There is great power in simply repeating the guidelines and by laws to people. I would appreciate seeing something in the newsletter in the next couple of months re 1) following guidelines 2) don't attack others for following the guidelines. ADDED to that I would like to hear something about the men who are forcing themselves onto women and attacking if they wont engage in a conversation. This kind of bullying must stop. I know senior's low-income housing in red deer, has a covid outbreak. I am grateful at the heightened measures GEF and strathcona staff have taken to ensure there is no outbreak here. please speak to those above regarding my concerns so that we continue to be safe. Many thanks. Finally, the second-hand smoke: I know that the courts are not supporting the enforcement of the no-smoking by laws. I have some suggestions. I am seriously allergic to second hand smoke, pot and cigarettes as well as room deodorizer. I have documented incidences of all 3 since I moved in. During the month of April, it was very day and night. Otherwise its mostly on weekend and of late, its mostly just pot. I go into a serious scary panic attack when I am awoken in the middle of the night with smoke. I have serious health concerns. It has taken me weeks to relax since April so I don't lie in bed stressed in frozen fear waiting for the next smoke assault. It is like domestic violence and it upsets mem. FINE. I have blocked off and barricaded everything in my suite with the staff's help. Thank you. It continues but there has been a marked decrease working with sari, she has done some suite checks and made some phone calls. The smoking seriously compromises our immune systems when we are living in a time where we need to be extra healthy and strong. I also see second-hand smoke as a possible carrier of the virus droplets. We cannot take this risk. If one person gets the virus, we are all at risk, there will never be a better time than now to educate people in the newsletter about these details while re-stating that this is a non-smoking building and that we all signed a lease agreement to not smoke. We are a community and we have to care about each other. Also, I have nervously smelled cigarette smoke in other hallways that I haven't smelt it before. Please educate people on smoking and how it affects all of us!"</p> |
| <p>safety does not come first with <site staff> forcing a tenant to take a main floor apartment when due to physical abuse was terrified to be on main floor. <site staff> said she takes the main floor or non - that is senior abuse.</p> |
| <p>I do not understand why a tenant is forced to live on the main floor because they are afraid of intruders.</p> |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| More parking stalls, cleaner windows; there are dead bugs between window panes and inside of each window needs to be cleaned, although the exterior of the window was just cleaned. Shouldn't masks be mandatory especially in a senior's complex? |
| I am pleased with new furniture and the rugs on main floor. Now outside at the back. Can we put in request for unit floor to be assessed? |
| "Please put my baseboards back on as it has been ten months since they fell off." |
| "They haven't worked in my apartment yet." |
| Get a new floor (X 2) |
| I find in the laundry room the floors are very dirty and there are times when I drop a clothing item on the dirty floor! |
| The laundry room is often a mess. Dirty machines and full garbages. Bathrooms are well maintained. Hallways are not vacuumed enough. |
| The laundry room needs up keeping and the floor needs to be cleaned more often. |
| Usually we get 24-hour notice when a maintenance company is coming, but sometimes there is no notice. A maintenance person will be here to do some particular job (water or heating, etc.) and knocks on doors and says he was just working on the heating next door and needs to check my pipes to see if they're blocked or leaking. I'm sure he's being honest but I don't like the unannounced visits. Sometimes I am in my housecoat until mid-morning. Also, there seems to be an over-abundance of maintenance done on this building. We have had 7 notices of water shut-offs in 2 years. These shut-offs are for full days - 9:00 a.m. until 4:30 p.m. We had one day of water shut-off with no previous notice but I understood that someone flooded their bathroom and that had to be taken care of. If they could just get this water fixed so that we don't have continual monthly water shut-offs, it would be great. |
| Clean and well-maintained. No rodents or bugs. |
| Since the new furniture and carpet, the interior is quite nice. |
| How does maintenance requests work? I have completed work requests, had the maintenance person tell me he has received it only to wait, and wait and wait. Weeks later I interrupt the maintenance person about my issue, and then I get the repair done. Why do I have to do this? |
| Maintenance is quite slow. |
| Always complete in a timely manner, so appreciated. |
| <site staff> and <site staff> from maintenance are great. |
| I am so impressed with everything done here at Strathcona, especially the cleaning. The place is meticulous and everything is attended to promptly and thoroughly. |
| Maintenance staff are wonderful. |
| Maintenance staff is great. they are prompt and courteous. but I would prefer they wear a mask when they enter my suite. |
| "In this serious time, why do they not wear face masks or cover their shoes?" |
| "Parking lot clean up/maintenance should be broken up in two or more days because on those days all the cars have to be parked on the street and there is not enough room. Neither is there enough parking stalls for all of the cars." |
| Contractors maintaining the grounds should do a better job. |
| I have become aware that notices have disappeared from my doorway, causing inconvenience and embarrassment. Several clothing items have disappeared causing aggravation and loss of time. |
| Improve snow clearing especially on the weekends. |
| In my suite, it would be nice to have fresh paint and new carpets as well as a hood over the stove. |
| It is not needed to mow the lawn that often... saves money and better for the environment. The porch on the 9th floor should be open again as there is enough space to keep distance. |
| More improvement on maintenance responding on weekends. |
| snow cleaning needs to be improved |
| Tenant has not had to call maintenance. "Is it in the budget to power wash exterior of the building to make it look like new?" |

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| The smokers area is often flooded can we not raise the sidewalks there (including the smoking hut)? |
| Weeds growing outside of building and courtyard. |
| windows need to be cleaned on the outside |
| Would like outside to be rid of garbage and debris. |
| " I suggest change carpet and curtains of units because they are very old and lint of curtains covers carpets and they get spread into the air making the carpets very dirty and soiled. Please try to take shaw cable for internet to make it discounted because it is very expensive especially for low-income. For example, we pay \$7.8 a month/every month. Thank you for your notice." |
| Please change carpets and curtains as they are very old. Please make shaw or telus internet cheaper as it is expensive for low-income tenants. |
| So many things that need improving. Poor ventilation, leaking windows in winter, dust, dirt to contend with. I am old and I cant have a dishwasher because of the pipes. it doesn't matter you have a dirty dish in your sink or you do not want a messy place, or have a skin condition, it is always no. When they put in new cupboards (insurance claims Im told) Why don't you put drawers in? what person over 60 wants to be crawling on the floor. Social distancing is not something that is followed in this building. We have very small office. when I had to go in to take my taxes or sign anything, why is the office staff or management not wearing mask? There is no way we are six feet apart but at the beginning of every month we receive notice about social distancing and how ridiculous is this. we have young people in our building who are out at night doing what young people do (which is normal.) There is only person of the younger group that ive seen wearing a mask. Why? If people are not wearing masks then please don't get on our small elevators with us that do wear masks. Why is this not encouraged? I am particularly mad about no pets! Ive been here over 6 years and I have asked many times about a pet. I have recently learned that because of empty apartments they are letting people with pets rent in order to fill the building. Is this fair? Do you know what it is like to live in a virtual lockdown and not have something to hug or talk to. We are now going into our 6th month of being alone and it is a fact that older people benefit from pets but is not about what is good for us. I don't get why some people are allowed pets but we are not? If the tenant had an assigned person who would sign that they would be responsible if the pet needed to be taken, in case of an illness or death, why that compromise be made? Do you know how small our lives have become? But there is no compromise made with GEF. It does not matter if we are treated fairly - just put up or shut up. I stayed in a guest suite, it was like heaven walking on carpet. Try exercising or even walking on cement floor it is murder on your old bones! it really does not matter if we have windows, they are so poorly cleaned that you cannot see out of them anyway. I try to be a good tenant and keep my place clean and tidy. I make sure to turn off my lights and water so that I am not wasteful and run up the bills for my building. Just I now live in reduced circumstances (through husband addiction) it does mean I should feel unworthy. I am grateful to have a government subsidized accommodation but why is it like a jail? |
| Tenant does not like drapes as they are allergic to dust. |
| The installation for packages from the mail post should be installed. Way too many lights everywhere, specifically in the garden - save money. There should be a possibility to change apartments... |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| " I have outside interests and tend to be a loner, therefore I don't socialize... I tend to not socialize in the building due to an "ongoing gossip pandemic"... it appears to be difficult for staff to work with... you have my empathy." |
| "With all the combined experience of our tenants, I feel we should have a chance to contribute to new regulations. The recent chaos of the tenant, whom I understand has dementia should never have been allowed to happen had the proper measures been taken in the first place. I feel on the weekends when the office staff are not here - we are left responsible for these people!" |
| Activities are all suspended during covid-19 right now. Tenant's eyesight limits their activities. |
| Before COVID many had lots to do. |
| Can we perhaps play social distancing bingo?? People here need to have a social outlet, they have been under huge stress and I feel, as we are social creatures, this small activity once a month could be a huge help. |
| I think that tenants should be allowed to have small pets. they would be great to combat loneliness and despair, which at our advanced ages are only too prevalent. A small dog would also make the owner more active. |
| I will be back to volunteer soon but with covid will still make programs operate different. |

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| It would be helpful if new tenants could be identified at the monthly staff/tenant meetings (when we have them again), introduced to everyone at the meeting. I did not know anybody when I came here and I found that many people were already in "friend" groups and not anxious to invite others in. |
| More exercise machinery would be nice as well as a fan for the treadmill. |
| Need chairs and tables in lobby area as we cannot socialize at the moment. |
| Open up the use of the pool table and the treadmill. |
| <site staff> have been great! I have introduced myself to roughly 20 people and I have monitored units on each floor for my first week when Elma was away. |
| Social activities are limited by the covid-19 situation making any activities non-existent. Normal environment has shown excellent interactions. |
| Tenant would like to have a cat. |
| The calibre of conversation, if you could call it that, is unsatisfactory, so to join in anything I might enjoy doing is not enjoyable. I have talked to others and they mentioned this to me as well. Although there are many people in here who have people skills, they choose to stay away from activities. There is a need for someone to host these activities, someone with skills in this area, not just a volunteer, with no people skills. |
| There is lots of room for improvement. We could have more guest speakers. WHY not have some different classes instead of moving to the senior center when its is forty below. Meditation classes, flower arranging, different crafts. It is usually bingo or exercising. How about yoga or pilates? |
| Why cant cats live with a tenant for companionship in a 1 bedroom only to be then forced into a small,bachelor suite. That is not fair for a tenant needing companionship from her/his pet. |
| Would like to know more on volunteering activities. |
| We should have physical exercises 3x's a week but nothing. It would help if the leader was interested. They try but not good. |
| Feels more isolated during covid-19. |
| Having the love of a pet can really help with depression and loneliness. More help with washing windows and a contract for wifi (like shaw who does cable.) |
| Resident feels more isolated and lacking companionship since covid started. |
| Tenant misses going to the senior center next door and misses the socialization activities. Tenant would like more socialization happen if it is permitted. |
| Tenant feels more isolated since covid and even other times because friends and family are all scattered. Tenant worries about if there were ever anything to go wrong such as fires, water turned off, sickness if they can call anyone from GEF. |
| Would recommend a friend or family member to live in a GEF building but not in this tenant's building. |
| Everything in the building because of covid-19 is shut down. Tenant misses being able to use the activity and social rooms. "The staff have treated me very fairly." |

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| Others |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I would welcome information through text message and email as well. I would like access to the minutes of the tenants meetings as I am unable to attend meetings. |
| Info by email or paper. (X 2) |
| Info by email or website. |
| Tenant is happy with receiving info by text, email, or printed material. (X 2) |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

TRINITY LUTHERAN

Staff Engagement

Is there anything you would like to add or suggestions you may have for improvement(s)?

Tenants should be informed about people moving in and out of the building, and who has passed away

If there is a way to give more of a "heads up" for events that would be good. At the door is good and I think it is great that you now put notices on each floor. Respect depends on the staff. Some exceptional, a few - no as some staff gossip.

Do not let pets into the building

If GEF wants to help at risk seniors I think there should be 1-1 time to get to know the tenants. I think there is a big effort to keep the exterior going. There is a dire lack of follow up in a timely way for at risk seniors. Dementia. Some basic need to be clearer i.e. the lockbox key.

Personal Safety & Security

Is there anything you would like to add or suggestions you may have for improvement(s)?

Not enough care for security. 1. the fire dept/ems still don't get the lockbox 2. The unkept garden makes a statement. Grass is nice!! 3. The Back lights facing the park have not been fixed in 4 years? 4. Holes in the front entrance sends a message!! - Lack of empathy for issues with homeless neighbors 5. Regular staff-thanks for trying again 6. Concerns for tenants who need more care (safety) 7. Fire drills are poorly run 8. Lock is missing in the backyard. The window contractor left it open. 9. The mismanagement of the new windows worsened lung issues, my ptsd is worse, and it is always messy.

Criminals do get into the building, suspect that some tenants carelessly and inadvertently let them in

Tenant doesn't feel safe

Building Maintenance

Is there anything you would like to add or suggestions you may have for improvement(s)?

Wish the gate lock wasn't so hard to open and close

Garden and the yard contractors and window contractors demolished our gardens. Please give us some encouragement! e.g. Seniors pop-up garden?? Please finish the jobs inside! Thanks for doing a great job with the cleaning lady. DO they get a bonus? The doors were to be replaced but only some floors were finished. The filtration is old and when the roof was upgraded the filtration was not. Smoke from 2 doors down in our hallways. The windows need washing please.

Problem with the back entry. The outside door is fine but the two inside doors make it difficult for people with walkers or who are carrying groceries to open and get through. These should be handicap accessible

Fence in the back needs to be repaired

Maybe find a person to look after the garden

Socialization Activities

Is there anything you would like to add or suggestions you may have for improvement(s)?

Give the tenant access to the sheds so the tenant can tend to the garden

We were told no tenant groups?? No one is now interested. Christina is always approachable (rec-coordinator) thanks! covid is terrible when are we opening the common areas? Phase 4? No one wants to volunteer. Want the library opened. We were told no extra keys to our unit?? That is a basic human right. We built a community. We cannot build a community with GEF if staff in the office changes all the time -or they are not here for months. Tenants are treated invisibly in a way. There is no GEF community, except how individuals built it with individuals. The new buildings are out of my price range unless there are more 30% suites. I also think that the GEF visions is interesting and possibly attainable. Cleaning ladies need to be treated better. Cleanliness is a huge quality of life issue.

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

TRINITY HALL

Staff Engagement

Is there anything you would like to add or suggestions you may have for improvement(s)?

I rarely have had any conversations with staff there has been a large staff turn-over it seems in recent years.

The maintenance that works here is easy to talk to. But all of the office staff just say they will look into any concerns I have but that is the last that you hear of it!

Certain staff were very rude and seemed their pride was their main goal. We were downgraded and told very bluntly that there are in charge! After we worked as hard and happily keeping this building inside and out looking great. Look at it now. Looks terrible outside!! Gef staff never get back to tenants on matters asked or discussed. There is one staff member (maintenance) that I feel should be commended!! "Michael" is kind, cautious, respectful, and does well on the job! I had to give his name because he deserves the credit!

Staff always just reply with we will get back to you and never do.

They do not screen tenants thoroughly -why do they allow smokers, when it is advertised and we were told that it is a non-smoking building. Some moved in just this year!

Personal Safety & Security

Is there anything you would like to add or suggestions you may have for improvement(s)?

What bothers me is that there are some people that live on the upper floors that in case of a fire would not be able to get out without help and we all know how fast a building would go up in smoke.

The location of the gazebo especially fall and winter months. Also seating area on the west side. Ive seen individuals sleeping. West exit door-grass area next to gate used as a sleeping area. Often garbage is left.

Building Maintenance

Is there anything you would like to add or suggestions you may have for improvement(s)?

Just do the repairs.

<site staff> is awesome! Very helpful and friendly and gets the job done in a timely manner.

<site staff> the maintenance is very good at his job he is always doing repairs as soon as you tell about them and he is always friendly. <site staff> our manager is very friendly and shell always talk to you if you have a concern.

Building needs repair if cement at base, trees need trimming, attach water spouts.

Eavestroughs over flow in heavy rain.

Exterior of the building as well as the grounds have really gone downhill.

Many break in issues in the parking lot, security cameras would be nice, problem with rain gutters around the building, blue windows in some suites you cannot see out of

Our yard is so unkept yard and too many weeds.

Outside of the building needs repairs and improvements (X 2)

The outside of the building is being ignored. There are items GEF has been told about over 2 & 1/2 years that are still being ignored.

They could have more help.

When I moved here, the yard and front entrance was beautiful. Some tenants and myself planted beautiful flowers, washed and looked after all the patios by volunteering. But when certain GEF staff took over we were told, they are in charge not us (in a very rude manner) instead of credit to us. We used to get a lot of compliments by the visitors and the tenants! We have pictures and memories! Now there are weeds. Inside front entrance is cold and dead looking and doesn't look inviting. Bad compliments from our visitors.

When I moved in, my apartment has not been cleaned properly i.e.: inside windows were very dirty, bathroom - especially toilet and floor were filthy. Floors took 3 weeks to get cleaned.

No I don't but someone has to its falling apart.

Because of the chance from where I moved in here as to what it is like now. Ive created a lot of things outside of here, volunteering for people & places where they appreciate you. Repair the ramp at the front entrance entrance

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| so that tenants and visitors with walkers can enter! Staff in charge should learn to take better care of this place as far as appearance! Better care of snow removal (not visiting till we complain!) because of safety concerns. |
| Fix eavestrough and down spouts cameras in parking lot, clean eavestroughs in spring not in late summer before trees loose leaves as you have done for past 2 years. |
| Repairs done on a timely basis before they become major problems, more security lights and cameras so cars do not get broken into |
| Shaded area to sit outside with a picnic bench to be able to have shade in the summer or winter. Smoking shack is too small |
| We need new windows as all of the seals leak and prevent having a clear vision outside. Also we need outside cameras facing the parking lot where we have has numerous vehicles broken into. |
| Clean the rugs in the hallways. |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I would like to see more activity made especially to us. |
| No activities in the building |
| There is a person who is trying to create BBQs and has runs into problems. The GEF person threatened to remove the BBQ. Is that what GEF considers helpful? Who is the ombudsman keeping an eye on GEF? if not why not |
| We should all work together, its like a home for us. |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

MCQUEEN PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Can tell the staff about concerns but nothing ever happens from it. Resident feels that the way they are treated is always good or bad. Never always good. |
| I think the staff are kind and caring. Couldn't be better. Thank you staff! |
| Letter addressed to central services was dismissed and never responded to. |
| Management is not always available. Central office doesn't respond to complaints well. Things the residents want done is often ignored. Often not told about what is happening in the building. |
| Need more meetings. Haven't had a meeting in 5 months. easy to give feedback but no change will happen. |
| One staff member is unnecessarily loud and often talks about other residents very loudly. |
| Sometimes there is a double standard in terms of how people are treated. |
| Because of the population in the building being older, sometimes the resident feels that they don't belong here. |
| Because of vision problems print out with bigger font would be useful. |
| During this time many things are closed so resident would like if they could open things (like library) with restrictions. |
| Front desk position should have 24 hour services - especially helpful during emergencies. Weekend and night staff in particular need more training and backups. Front desk people should have first aid certification so that they don't have to keep calling ambulances. |
| Having volunteers to help new people and show them around the lodge. |
| More advertising for things going on - posters. |
| Resident is very happy here. |
| Residents should have access to the craft room. Very few vendors - would like more. Has problems with new tuck shop set up - preferred the old set up. Misses the movie nights. Resident meetings need to come back - need to be able to communicate. Misses the nail and foot care people There should be more ways to honour people who have passed away. One group (called Java something) is very exclusive and doesn't let new people in. There have been many people caught smoking in their rooms and they're only given a warning. The new laminate flooring can be very slippery, especially when wet. Night person named Carla/Karla is amazing and often does more work than she needs to. |
| Staff is extremely helpful. |
| They are lacking in mental health support and activities/programs that focus on mental health. |

| Dining |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Always very clean. |
| Dining staff refused to help resident move spots even though reception was able to. Many staff have their favourite residents and others will get treated less fair. |
| Do not need fancy names for dishes we do not know. Hard to order when we can't see. |
| Food is good, but because resident is in last sitting the food is often cold or uncooked. |
| It would be healthier if we had less sugar, and more meats, salads, etc. |
| Most lunch and supper meals are not well cooked. Does not have any appeal. |
| Need options for people who have esophagus problems (less spice). Would like more fruit available. |
| Some dining staff can be rude. Prefers table service to buffet as it has less food waste, is more personal, and more sanitary. There are no longer juices and cut up fruit available to residents. |
| Some meals have really taken a downward fall. Overcooked and really dry. Some meals are cold. Lots wasted too. |
| There could be more variety in meals. |

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| There should be a dietitian available. Many of the meals don't account for lowering peoples cholesterol. There should be low salt, low fat, low sugar options Sometimes meals are healthy but other times they are not because of different chefs Residents often fight for seats in the dining hall - people will feel entitled to a seat and management doesn't discourage that. |
| When she doesn't enjoy the dining experience its never because of the staff, mostly because of residents. |

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| Housekeeping |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Had an item stolen a few weeks ago. |
| Has had things stolen - but theres nothing to do about it More cameras in the hallways to prevent these situations. Given less towels. |
| I appreciate the staff very much. |
| Need to have more spot cleaning on carpets. Mirrors and the edges of floor too. laundry room garbage becomes overloaded - needs more housekeeping throughout the day laundry machines are not always cleaned the laundry machine sign is too far back and the font is too small - hard to see the instructions |
| Some important documents have gone missing. Money stolen from wallet when resident left room. |
| Towels are quality. There should be another laundry machine on the main floor as the other ones are often being used. |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| backdoor needs a camera - some people can get inside. Concerns over strangers coming in and pretending to be someone else, then knocking on doors. Should have a security guard. During fire alarms some residents don't leave the building because they are unable to or don't think the alarm is serious (as they usually aren't). |
| Fear of people who may have master keys. |
| Has had her car broken into twice. |
| Suggestions for smoking issues: need to build a proper addition on main floor so the smokers can be monitored. Smokers with oxygen tanks are not being looked after and are smoking in their rooms. Need to change smoking policy. |
| Think smoking indoors is dangerous as a fire can occur. |
| Would like to see fire escape for 2nd and 3rd floor, especially for people who use wheelchairs and walkers. |

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| Building Maintenance |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| AC and heating is always a problem. The water temperature is always fluctuating no matter the time of day. Would prefer if they got rid of the smoking room - it makes the whole floor smell like smoke. Outside smoking spaces need to be reinforced - many people smoke in areas where it is not designated. Only one ice machine which is always broken. |
| In the exterior things are often not being done or are neglected. Screen on window took 3 months to get fixed. |
| Maintenance responds but problems are not always fixed. |
| Takes a couple days to get work done. |
| Takes a long time to get things fixed. |

| Recreation Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Can't use library and retreat room. Not enough activities catered towards men (ex. carpentry) The raised gardens that were donated were not allowed to be used by residents for a long time. Now that they are allowed to use it they learned that they cannot eat the vegetables that they have grown. |
| Has been dismissed by the <site staff> multiple times. |
| Lots to do if you want to do it. |
| There should be more activities and more advertising for them (more posters outside of the elevator). Some residents can also be mean. |
| When an event on the board has been cancelled they would like a plan B. Doesn't like music at the front - interferes with people coming and going. Need more activities that aren't just card games/bingo During the planning meetings, suggestions are never taken. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

ANSGAR VILLA

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| "Management doesn't know how to deal with seniors. Memo should be put out about the use of illegal drugs as there has been a smell of marijuana." |
| " I would like an instruction card to help me remember how to load my laundry card." |
| Tenants need someone or a place to be able to talk about their feelings whether with a professional or with another tenant. |
| "<site staff> is very evasive, <site staff> is excellent, <site staff>, and <site staff> are wonderful!" |
| I am so disappointed about the smoking allowed in this building. Because the staff smokes - my complaint go on deaf ears. They should not take over the garden, gazebo, front, and back area. There is no where safe for non-smokers to sit and enjoy the outdoors. Some of the smokers are very aggressive and say it is their right to smoke. (X 6) |
| I think that tenants that smoke in this building have more priorities than the non-smokers. Non-smokers have limited areas in this building and because of this non-smokers become more isolated which causes depression. So this is a matter that should be looked into immediately. |
| I always get the feeling that I bother <site staff>. |
| Tenant does not feel comfortable talking about certain issues with staff; Tenant believes bulletin board should be made more clear and bigger as it is filled with a lot of junk. They have asked multiple times to change it but they don't change it; Tenant finds it hard to give staff feedback and that they are not open to it as they have a lot to do; Tenant believes that a large amount of tenants are not as independent as they should be to be living here. |
| Content may seem like small, petty issues but all are important to tenants. People live not just tenants. This is "home." We should be given the opportunity to give input to the policies and procedures and have a voice to what is good for us. Always being told what to do does not address my needs. Staff very rude and talk down to us. Staff only address our concerns after the fact. Management tells us only what they want us to know. Not sure if tenant feedback is welcomed by staff. Staff make us feel inferior. Little respect from admin staff as they are often rude to us. I feel like they treat us like children. Have expressed ideas i.e. garden area. Heard but not utilized. Tenant ideas don't seem important. Tenants not consulted or asked for input regarding Ansgar.. their home. |
| Apartment concerns have been put to the side up to a year. Disregarded when I raised an issue, then taken care of when <site staff> realized I was correct in the (problem) issue. Should not have been put to the side for such a long period of time. (X 2) |
| Staff don't care about our needs being met about the gossip and bullying that goes on. Nothing gets done about it. |
| - bulletin boards - elevators - notices - monthly meetings are frustrating and a waste of time. - I don't have a feeling that feedbacks are appreciated, "what has always been done" should not be disturbed and all those little requests are not that important anyway. |
| Thank you all for doing such a great job of keeping us safe, comfortable, and at home! I am very pleased. |
| I feel fortunate to live in a senior's residence. This place is smoothly and professionally managed and also welcoming and friendly. Boundaries are asserted as needed and they are respectful. (X 3) |
| "<site staff> is slow to get stuff done, <site staff>, <site staff>, and <site staff> are great workers!" |
| Many tenants feel it is pointless to give feedback as they feel nothing is ever done. |
| Tenant does not think that they hear enough about volunteering opportunities to do in their building. Would like to hear more. |
| "There are times we are treated like children. Please don't do that as we can think for ourselves and we have a lifetime of wisdom to add. JUST ASK!" (X 2) |
| 1) < site staff > who works in the office is disrespectful and lacks manners and class. 2) <site staff> needs to learn that when he gossips about tenants - to tenants tell each other what he has said about them or their unit. Has he ever heard of FOIP &/or privacy? Professionalism is obviously an issue at Ansgar. |

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| <p>Questions in perception of personal wellbeing should be asked by a psychologist or a social worker. I think many tenants have a greater need to talk about personal problems than in participating in the activities offered by the AVTA. #2 Even if the place is advertised as INDEPENDENT LIVING a great number of tenants would benefit from social workers or psychologist visits. - Visitor parking is usually used by GEF or trade workers - more stalls might help. Gazebo and garden area and some front benches are monopolized by smokers. Fire drills- there is no supervision to see how tenants exit the stairwells. There has been several requests at meetings for a SUGGESTION BOX but it has never materialized and neither has a request for an extra bulletin board. It would be nice to have a place where people could go for private talks other than in the foyer area where people at the computers and money machines can all too easily hear the conversations.</p> |
| <p>Tenant is clinically depressed. Good to receive info by paper or email. Tenant says that security to the garages is almost non-existent and says it is very easy to get in through the garage door as it is broken. They would like for the garage access to the rest of the building such as elevator room should be only accessed by fob key. Says their electric bike got stolen two weeks ago and that was their main form of transportation and that bike cost them a \$3000.</p> |
| <p>When I first moved in I was informed that this is a non-smoking building (which is why I moved in) at the first tenants meetings I asked Peggy cacine why people were smoking was told that they cant discriminated against smokers. I was to be until health reasons. Now people smoke in their apartments and the smoke comes through the vents.</p> |
| <p>Would be nice if staff came back to work 8-4 or back to a normal time</p> |
| <p>People are very rude, wont allow certain people to sit with them. Dinners and social outings in the building. A lot of people who have been here for a long time think they have the right to bully people by being rude, saying whatever they want about someone. Knitting group has no patience to help others if they are trying to do something that they have done for many years. They feel superior and are not caring towards others.</p> |
| <p>Pet policy for Ansgar villa Is completely useless for almost all tenants. It makes no sense. Tenants should be allowed a cat on any floor the cat should be any age and be without the 3 year previous ownership. Especially now when we cannot socialize, it would be nice to have a pet for company. This should be reviewed and updated with new guidelines for pets for tenants. Reasonable guidelines with tenant comfort and compassion. It is well known that pets contribute to positive mental health for seniors. (X 2)</p> |
| <p>Pet policy is ridiculous. Have to have appropriate suite... hardwood which probably wouldn't be done until I move or die. Cost:: \$200+\$25 monthly fee?? Pet ownership is out of reach and pets are not wanted by gef management. Too sad and disturbing as pet ownership would be a huge benefit (tenant would feel useful and needed) especially those with limited access to family/no family. Promises are made only to be broken. There needs to be a larger bus with more seating to transport tenants around the city.</p> |
| <p>I have no family available in the city and my friends are mostly my church family. Finding someone to trust and depend on in this building just hasn't happened so I like a very quiet life interacting with small groups from time to time. In genera, GEF does a fine job of housing seniors but an association is not a good idea as there is much disagreement and bullying. The smoking issued could be less lenient due to health issues and dangers to non-smokers</p> |
| <p>I am so sad that we have lost our garden. I am allergic to smoke and can no longer enjoy our garden the smokers have taken over the garden. Why can't the garden be half and half?</p> |
| <p>"Fed up with the smoking!! Should be a non-smoking building. Go to <site staff> and I don't get satisfaction."</p> |

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| <p>Personal Safety & Security</p> |
| <p>Is there anything you would like to add or suggestions you may have for improvement(s)?</p> |
| <p>"Basement is insecure and from the basement anyone can get into the apartment." Tenants electric scooter almost stolen and had his electric bike completely stolen from the garage in the basement. Said one of the reasons they chose this building was for the security downstairs.</p> |
| <p>Always issues with the garage doors breaking down. Allows easy access in areas of the building. Vehicles and motor scooters have been stolen (4X in 2 weeks.) Terrible ventilation issues especially for those with respiratory issues or allergies. Ventilation needs a good cleanup. Apartments always have fine dust?? Pretty bad when I can smell food from my other apartments in my living room and in hallways.</p> |
| <p>Except for garage door being broker and <tenant> having his \$3000 bike stolen. Why can't smokers get a heated place</p> |

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| to smoke? |
| Not enough surveillance on garage door. People are let in without knowing who they are. Also, right now people who come in should be wearing a mask. |
| A manager on site, especially a night. We are not a typical apartment building. We have many people on walkers and also several over 90 years of age. Turning the water off in our apartments seems to be an issue. I've had a flood in my bathroom twice. |
| "Need more security. People still trying to get into the building. Management tell tenants to be more observant as to who is coming behind them. Smoking should not be prohibited at the back so that everyone may enjoy the gardens. Smoking should be on the side or on the front." |
| "Need way more security down in basement and for garage door to be fixed as car and bike has been stolen. Tenants still not watching who they in behind them at front door. Smoking regulations need to be more strict!" |
| "I had a list on the back of my door with phone numbers, etc. for contact. It was removed quite some time ago as it needed updating. I have not gotten a new list yet." |
| "It is hard to evacuate from my high floor." |
| Don't let people in that you don't know! Some tenants' family or visitors don't make us feel safe. |
| "Hire night security, too many incidents where people who don't belong have entered. Just from eleven to seven." |
| The biggest gap in safety is not needing to use a fob to get from the underground parking into the building for an elevator. As this area has been broken into several times, there must be a lock put on the door from the garage to the elevator or the intruders have full access to the entire building. |
| There are family members/friends visiting here who make the building feel unsafe. Some stay overnight and smoke pot in the stair wells. Also, if the ambulance or police came after ten they cannot get into the building to help tenants as doors are locked. |
| "GEF should have a volunteer for -4 hours 8-12pm and 2-6pm to watch the front door." |
| "Disappointed in basement over head door as there is no security. GEF to step-up & tell tenants to be aware of who follows them in at the front door." |
| I would feel even more secure if the tenants would make a point of checking that the front door closes properly when they come in or leave the building - wait for the garage door to close completely before they park their cars or leave the place - ensure the gate of the garden area is closed properly. "We get posted notices. Would like if everyone was wearing a mask to stop the spread of covid-19. Would like both of the stairwells to be cleaned as well." |
| Not safe when the garage door is open all night, anyone can walk in and have access to the building. The parkade is filthy, the mat by the elevator door is a disgrace, there is dust everywhere, it is not very healthy and needs to be cleaned |
| Everyone should be wearing masks. |
| Of course, no place is free of risks, however, I think GEF proactively controls the building's safety risks. |
| There have been many upgrades to the building since GEF took over. I appreciate that. It helps to keep us safe. |
| Maybe a fence across front lawn would stop intruders? |
| Staff have been careless with peoples' personal belongings when doing work within units. |
| The people can come in at night after hours with people coming in." |
| The garage door to the parking in the basement is always breaking down and it will not close. This is a concern because there is nothing stopping anyone from getting into the building. There is access to the elevator and the stairwell where there is no security. Need to have a fob installed to open these doors. Right now there is nothing. |

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| Building Maintenance |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| The building is always taken care of. I have been waiting for the floor border to be put on for over a year before covid-19. |
| "<site staff> is such a hard worker- gives his ALL- always friendly and very willing. Basement is so dusty, overhead |

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| pipes need to be washed, rug outside door is disgraceful." |
| "I would like the hole in my kitchen to be fixed as it has been 3 months since they cut the hole." |
| "Maintenance takes a long time or my unit does not get fixed because its old. They have entered my room without notice and are not nice." |
| It is not reasonable to note have baseboards in your suite when they were removed 13 months earlier, not to mentioned unfinished contractor work. |
| Sometimes cleaning staff don't vacuum floors 1 in 3-4 weeks. They can also be rude when the staff get the request for work they can say things that are rude. |
| The new windows we were promised 3+ years ago. |
| When I first moved to the 12th floor, the boiler room was quiet, now the noise is very loud that I have to turn up the tv or close the bedroom door. There is also a low pitch humming. |
| You need to install new water hoses that can be easily unwrapped. They are too heavy. Need new lawn chairs on the front lawn. Where is the AC? |
| Building is not as clean as it should be. |
| Hallway on floor 8 needs to be vacuumed more. |
| Cloth furniture is not the right type of furniture to have in an older aged apartment as it cannot be cleaned easily. Spreads the flu and viruses much quicker. |
| " We need more water to do laundry and hot wash dishes to disinfect everything. |
| An assistant maintenance person would be beneficial to assist with building repairs inside and out. Work is overwhelming for one person to fix pipes breaking and flooded suites, etc. Windows need more outside cleaning. Windows on the inside cannot be removed to clean. There is someone hired but doesn't do the job well and doesn't put window back on properly/safely. |
| <site staff> is awesome/hard workers and always friendly. Clean windows and turn air conditioning on when its over 30 degrees. |
| We are fortunate to have <site staff>. and 2 excellent housekeepers! |
| it is good that during covid-19 pandemic time the front entrance is kept very clean. it would nice to have it that way all the time. Elevator floors would need a good scrubbing on a regular basis, also, the panels and rails should be cleaned daily with disinfectant or soapy water at all times. Dusty hallways. |
| " I am responding because of all the visits for "floods" repair work." |
| " I think Ansgar has a gem in <site staff>. He is amazing and thinks quickly on his feet and it would be a terrible loss to lose him for any reason. <site staff> and <site staff> are pretty good too/ don't change the staff please." |
| "A lot of exterior work is needed. I would suggest we put more perennials in the large flower bed at the back. I appreciate being able to maintain the flowers." |
| "All green benches and other chairs, etc. should be disinfected daily front and back." |
| "<site staff> is very reliable and in a good mood always. Deserves a raise." (X 2) |
| "I have never asked for maintenance during off hours. Ongoing maintenance is just that... too ongoing." |
| AC would be a great benefit. |
| I have had a knock on my door at 8:00 a.m., prior to building office hours opening, asking to enter my unit with no notice. |
| I would like the fountain to be fixed and in working order. |
| My opinion of maintenance in this building should be changed. This subsidized building should consider repairing the roof, instead of having emergency maintenance coming in on a regular basis. |
| Outside windows are very dirty. Everyone would like to see the garden fountain repaired as it was a donation, it is important that such generosity is respected by maintaining its function. I think the donors would feel they were not appreciated if it allowed to go unused. |
| The drain in the back courtyard smells of stinky sewage. It needs a different cover on it (the one in the grass.) I asked to have this looked at many times in the last 4 years. Nothing has been done about it yet either by GEF or the city. |
| The parking lot in the building is filthy |
| We need picnic tables in courtyard for tenants and their families to socialize and also groups of tenants to have BBQs, |

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| etc. Fix our water fountain!!! |
| Windows need to be cleaned from the outside |
| "Would like to use an air conditioner." |
| Would like the smoking bench moved, it is not legal where it is placed. Smokers have claimed that bench and try to bully those who are sitting on that bench. |
| Fountain in the back courtyard has not been working for 2 years. they say it is going to be fixed but not when. Furniture in back courtyard is a disgrace and all old. Benches with peeling paint that sticks to your clothes and slippers. It is almost like we get stuff that other building don't want. Other gef building have nice furniture and stuff that matches. The vents in the suite bathrooms need to be cleaned. You get a white powder on your sink counter, back of toilet and tub and also on the floors. You can clean this off every 2 to 3 days. This is ridiculous, the whole building need to be done. Sure not for your health breathing that in. |
| "When I see carpet stuck down with masking tape (3rd floor) I believe it can be restored. Some things get done quickly around Angsar and others longer sometimes for months on end whether it is a money issue or other, it needs to be addressed as quickly as possible." |
| Too many problems with water leakage in my suite, too much noise in my suite from generators. My suite should not be a suite for rental. |
| Clean stairwell more often. |
| The many improvements GEF has made to the building are much appreciated. I'm very happy to be living here. |
| Would be nice to have cleaner outside windows! I have observed lots of complaining especially this year but I believe it is a result of the covid and not to be taken too seriously! |
| Clean stairwell more often. |
| "Pressure wash the garbage bin main floor shoot as needed as well as the walls around it and the underground parking once a year!" |
| laundry room open 24/7 |
| "Always stuff breaking down." |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| "Regarding front flowers, it will be much more healthy for me to do the tasks if you can elevate it by constructing long bokes because back and knees always hurt and I have to be medicated. Sometimes I am almost face down if there are small flowers." |
| 1. Only a small bus with limited seating to transport tenants to stores and events seats are 10-12 seats. Some other GEF buildings have buses with more seats. 2. Backyard fountain: wait for 2 years for outside contractor company (paid) to come and refurbish 3. Backyard patio: very disappointing. Patio furniture is not user friendly and benches are hard and uncomfortable. Tenants have requested small tables and chairs that are more used friendly and allow for privacy where families and persons with shared interests can interact comfortably. This is will encourage greater usage. 4. Huge table in gazebo takes up seating space. It has been indicated that table will be removed from the gazebo and placed in the yard. this has not been done yet. Many requests put in for updated/comfortable patio furniture over 3 years. Nothing has been done at Angsar. Seems like we are bottom of the list. 5. Assistant gardener: Many tenants have physical limitations and are unable to assist in planting and weeding even though they would like to. 6. Tenant suggestion: plant perennials instead of annuals. They are cheaper in the long-run (cost effective.) Money saved could be used elsewhere, like on decent patio furniture. 7. Garden area needs treatment to kill weeds and soil to improve growing conditions. |
| A beginner course in computers would be very helpful. |
| AVTA seems to focus on the control of activities. There is no need for AVTA and their control approach which seems to intimidate all those who have other ideas. Committee of like-minded participants free up this challenge and afford more choices and ideas from more tenants. Presently the basic guilt buses are controlled by AVTA so no more access |

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| to funds for activities not "approved" by AVTA. AVTA simply does not work (as it perhaps once did.) That ship has sailed with the past tenants and values. We need a social framework that works for today's tenants. |
| Due to the tenant association in this building there is little to do unless you are a paid member or pay extra to participate. A very divisive situation when the office sends out a form asking about volunteers & said yes I would and in four and half years, they have not been asked to do one thing so what was the point? I do take part in most activities provided by GEF outside of this building like bus outings and events at Kiwanis place. |
| The tenants association needs to be gone. All events get passed by the AVTA and they are old and uneventful. Once covid is over we need a pub night, fun events, bigger tv so we can watch sporting events and utilize our recreation room more. we need more volunteering events than organized events that cost money and not everyone can participate if they are not a member. |
| There is little welcome right now, no furniture in the lobby. We do not know anything about why GEF did not offer any help with ETS took out bus and forced a lot of us into the back seat of cabs when for a lot of us the back seat is not possible so that means no way to get around for anything we need, it is very upsetting because we have no control |
| There is no place for us non-smokers to sit and enjoy outside because the smokers use all benches and gazebos so we have no where to go outside! |
| This building is like living in an institution; not a home. |
| Told we cannot do so many things, cannot go to the bus outings as there is no room at the time same people going because someone in the office calls the same people to see if they want to! |
| "During covid-19, there are no activities but otherwise good." |
| "Sometimes you leave an activity feeling you did something wrong but you really don't know what.. ex: once I was asked to do something by someone but later told I could not help because someone else said no. Whatever?!" |
| "the "old" gang pretty well take over. They are set in their ways and they do not like change!" |
| "Too many cliques, don't feel welcomes when it comes to activities." (X 2) |
| #1 AVTA (tenants association) has been organized to look after activities. However, it creates much more friction & divisions between tenants because some belong and some don't - only a small number of tenants seem to get involved in most activities. #3 Have not tried to get involved myself, but some tenants complain about not feeling welcomed. |
| GEF and our AVTA have activities available for all tenants who wish to participate. (except now during covid 19 which cannot be helped.) |
| Please advice the AVTA that they need to be more collaborative and take everyone's opinions and wants accordingly. |
| Great social activities. There have been some really wonderful parties in the past. Any being able to attend events at Kiwanis is a bonus. |
| Socialization is limited due to covid-19. We need some relaxation of protective measures in this building. We are adults. We should be able to access the common social room and still socially distance on our own. We need places to sit in common areas. We should be able to access the library on our own. |
| Tenant would like to see more questions on the social interactions in the building and build better social relationships on the survey. The place is advertised as a friendly place but it is everything but friendly and many cliques. A psychologist or social worker would do a lot of good work for this demographic. |
| We have cliques here and some bullies/aggressive tenants that cause tenants to just stay in their apartments and don't want to socialize with others. The bullies in the building need to be addressed. I have witnessed some rude scenarios and no one says a thing. I do believe they have been reported but nothing gets done. |
| We need pet visits (dogs or cats). So many tenants would love to have pets (not their own) to come and visit so they can pet them and cuddle, etc. After covid is over - please try and have pet visits arranged- would be SO welcomed!!! |
| "Dealing with depression is very difficult when you are criticized and put down if your opinion is not agreeable to someone else's. NO ONE IS PERFECT. Some here seem to think they are and want to have everything seen here (they want everything their way.) This discourages me from wanting to participate in anything anymore. I'm here because of my finances and my mobility problems." |
| "Tenants should be allowed to have a companion and a small companion pet for those who can manage to properly care for one. Especially when there is no variety in activities and physical distancing is required due to covid-19 and at best a small cat should be allowed for companionship." |

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| Others |
| Is there anything you would like to add or suggestions you may have for improvements? |
| Email, text, or paper is good. |
| I don't have a computer so I prefer phone or mail communications. My brother lives here also. |
| Info good by paper or text. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

BRITANNIA GARDENS

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Have staff office working more days and hours in the week. (X 2) |
| Office should try to talk to tenants to get their news on air to themselves. |
| I appreciate information notices at the parking lot doors. |
| DO something about the people smoking in their units |
| I am very comfortable with how everything it is. |
| Put new tenants so old tenants can welcome them. |
| Management show more compassion and care towards tenants. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I suggest that the tenants should watch the outside doors lock before they go up the elevator so no one can sneak into the building behind them. I watch the door lock all the time and some of the tenants do too, but not everyone. Also do make sure that no one is behind us, trying to get in. (X 2) |
| To urge our cleaner to try to keep our place very clean especially during covid. |
| For approximately 2 years a demented female neighboring tenant has been harassing me about plumbing pipe noise inside the adjoining wall. She knocks on my door at odd hours of the days and nights, calling me an asshole, etc. Management <site staff> have done little to nothing to address this. I have submitted two written and several verbal complaints - all ignored. |
| Have management and staff associate more with tenants so they know what is going on when people are sick or have other health issues. |
| She does not make sense in what she says. The only problem I have living here is the lady in <suite #> bothers me alot-dont feel safe with her as shes mean to me. She knocks on my door and then leaves. Telling me smells come from my apartment that bother her. Everyone here should be provided with Covid 19 testing. Would like to open the windows more for fresh air. |
| My vehicle has been broken into 4 times in the last ten years. I'm out of pocket \$1200 for break in repairs. I keep nothing of value inside. Your camera surveillance is useless. What am I getting for my parking fee of \$40 per month?? I hear other tenants have the same problem. However, <site staff> and <site staff> at Britannia Gardens are currently doing a good job. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Is it possible to increase the air flow into the corridors/hallways to reduce the cooking smells that sleep past the closed apartment doors. |
| Let's keep our hallways clean all the time. |
| During the winter, especially closer to feb/march the street right in front of the entrance is generally very hard to access both by cars or peoples. This could be better maintained. |
| They come too often! |

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| I've complained at least 7 times over the years about squirrel damage to my vehicle. out of pocked approx. \$100 for an animal trap, moth balls, "Critter ridder" and other sprays. Is this squirrel problem ever going to end?? |
| In the garbage rooms there is a notice to users to make sure their garbage is bagged before placing it in the chute. In the exterior blue dumpster it is not uncommon to find it nearly full because of cardboard boxes are placed in it without being flattened or broken down. Even assembled furniture items are placed in there too. I have had an unpleasant experience requesting the relative a deceased tenant stuffing small appliances, pillows, and other items down the interior chute (four letters telling me what to do with myself.) It is impossible to issue an information sheet to all tenants and the recorded family contact that has to be signed by both persons. A copy could make them also be issued to the contact person on the tenants decease. The outside blue dumpster is also regularly used by tenants of the apartments on the other side of the laneway and others. |
| On floor 4 there is no respect for other members, <tenant> yells, screams, and sometimes disturbs the nights. We are grateful to have people like the gentleman and lady who took over our late <site staff> work to keep our places so beautiful. We wish they be offered a thank you in public. We realize that now we have younger tenants maybe they would like to revive some activities if revived like birthdays and cake and exercise! |

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| Socialization Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I like my suite and have made friends in the building. Living here would be a wonderful experience if it is not for one tenant- who harasses and bullies other tenants. |
| More outings than just once a month. |

GEF SENIORS HOUSING SURVEY – TENANT EXPERIENCE (July 2020)
Open-ended Responses by Survey Section
CATHEDRAL CLOSE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| allow pets for company |
| I smell cigarette and marijuana smoke inside my apartment often. Is it possible to tell smokers to some inside the washroom with the fan on? |
| Information meetings when covid is over. |
| Some tenants remain in their suites for long periods of time missing notices of for instance, water shut offs until it happens. Perhaps a notice under the door would eliminate such surprises. |
| It all depends on the staff here at the time! Right now the staff are very good! 16 years ago it would be seldom to never! |
| I wish I had a pet for companionship. Its crazy here, there is no balcony access, no laundry access, no pets. I want to move somewhere else. |
| Okay so far. |
| I love living here except for the safety issue I mentioned. |
| Hope to never move |
| parking |
| To avoid crowding on the existing open balconies I would like to use the one on my floor. There has been as many as 4 people on the 11th floor balcony at one time. |

| Personal Safety & Security |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| We need a camera mounted in front of the building facing the balconies. We MUST stop and remove anyone caught throwing objects off their floors. Either from balconies or windows. |
| "I want people to stop gathering at the front door as I am afraid of if someone has covid." |
| I care deeply for the staff here. I need the security to relax and enjoy life. Reports of breaches of security (i.e. stuff thrown at people below) are largely ignored. This is not right. |
| 1x Extra FOB given to the closest family member should be allowed for any emergency situation to access the room. |

| Building Maintenance |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Faster work done on repairs, should be pros doing it. |
| I am not positive but I believe we are entitled to 24 hours notice before entrance and in one instance this wasn't the case for me. |
| Have repairs done in short time and done right the first time. |

| Socialization Activities |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Covid 19 has put a damper on many of our activities for now. |
| Due to my health conditions, I do not socialize. |
| Never put upon boards |
| Wish I could use the treadmill again! |
| Keep exercise room open during pandemic, we know to use masks and to distance. |

| Others |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I don't understand English very well, so I need an interpreter for important communication. |

GEF SENIORS HOUSING SURVEY – RESIDENT EXPERIENCE (July 2020)

Open-ended Responses by Survey Section

MEADOWLARK PLACE

| Staff Engagement |
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| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Everyone is very helpful. Sometimes the communication is poor about things that are happening. |
| I am happy with everything (X 3) |
| I get along with everyone here. |
| I love the staff, they are very helpful/good people (X 2) |
| I treat them with respect, so I would expect it in return. |
| If I want to know something I will go to them(X 2) |
| If it is a necessity to know, then yes they keep us informed. |
| If something happens they will let me know. |
| If something were going on I would hope that they would let me know |
| If the staff can fix something they will. They keep us informed on what they can but sometimes it can be vague. They are doing an excellent job with the covid-19 measures. The staff here are amazing. |
| I'm not concerned with what's going on and I tell them about my concerns if they are around. |
| The people in the front office are exceptional. <site staff> is a born organizer, she knows how to keep us busy and happy. |
| The staff also respect each other which is important. If there is ever anything wrong they go out of their way to fix it. |
| The staff are great! If they can't help me there are other residents here who are able to. |
| The staff aren't always aware of everything that's happening. |
| The staff keep some things to themselves. |
| They answer my questions if I ask them, but they don't often provide information first. |
| They do what they can when it comes to addressing our concerns |
| They put the notices up but so many times they put the notices up and you just stop looking. It would be nice if someone came out and let us know what is going on. Sometimes we ignore the notice so it would be good to be told about things too. |
| They try as best as they can. They keep us informed about 60-70% of the time. |
| Anyone would be likely to be accepted to live here. They are doing their best, I don't have any suggestions because they know what is important. This is a great place. |
| Being a small place it wouldn't be easy to make the changes. You would need a bigger space to given everyone the opportunity to do what they can. |
| <site staff> is probably one of the best receptionists I have ever seen. I picked GEF for economy and for amount of qualified staff they have per building. I picked Meadowlark because of it's location and so I did a lot of research before coming here. After looking into I wouldn't have picked anyone but GEF. |
| Decrease the price. |
| Everyone here is so nice and friendly and they treat me well so I can't complain. I can't think of any suggestions, because to me the staff are wonderful and always friendly, even with each other. As far as I am concerned it is running really good. I know a lot of people who say that I am really lucky to have gotten in here. |
| Everything seems to be okay. |
| I am pretty satisfied with everything. If I had my choice I would like to be living on my own, but I realize that there are limitations that prevent that. |
| I don't know how they can improve, but there are some people who are never satisfied. They should encourage people to announce things that are happening over lunch. |
| I don't look forward to the future at my age, just enjoy my grandchildren. My recommendation would depend on the location that they were at, it would be nice to be moved into a place that was where they knew more people. |
| I like it, the people are nice/friendly (X 2) |

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| I look forward to some things. Sometimes there is too much companionship, when you would like to be left alone for a minute. My recommendation would depend on the person, when I first moved in I didn't want to be here, but I was on isolation when I first moved in which wasn't enjoyable and then I wouldn't have recommended anyone come. Now that I am no longer in isolation I would recommend it. I think they're a little strict with the smoking, I live close to a door, and it would make sense if I could go out the door closest to me but I cannot. They should have a little area near every door. |
| I prefer the smaller community. It's less hotel-like |
| I thought I was in heaven when I found this place. |
| If I feel left it's because I want to be or because my English is poor, but if they talk slowly then I can understand. This is my home and I really enjoy it here because my family is close. Everybody is very friendly. |
| I'm happy here because of the people. There is always someone to talk to. Air conditioning would be nice. |
| In my eyes, on a scale of 1-10 they would be a 9.8 just in case they have anything they could do better. They keep it clean and now during covid-19 you can say that there is no real danger. I feel well looked after. I'm 91 so I don't have much future to look forward, I have various ailments. |
| It would depend on what they were looking for, I don't decide what they want or need. |
| It's been difficult with covid because we can't always have the guests that we could before. Printed material or email is good. |
| It's okay. There are always things that people want but we can't always get everything that we want. |
| So far here in this building I find it very comfortable. |
| Sometimes I wish my family would phone more often, but they are busy with their own lives. The homecare staff should wear nametags it is hard to remember their names especially now that they are wearing masks. |
| The future scares me because of what my children and grandchildren will go through. I wish they'd let us use the computer but they won't let us use them yet because my daughter used to send me pictures of my grandchildren (COVID-19) |

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| Dining |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Before covid-19 the meals were better and there was more variety. |
| Every meal is different, while I enjoy some meals other people may prefer different ones. Considering the number of people it's good. I find the staff very good, if they aren't it's because of who they are working with. |
| I don't eat very much here. The staff are excellent here. Review the menus and make it more attuned to seniors desires. |
| I don't know if it is my medications but sometimes things don't taste right. The onion and garlic powder is also not good, but I understand that they don't cook for only me. |
| I don't know if they are healthy or not, but they do their best. |
| I eat everything if I am hungry. I have high blood pressure so sometimes they do not. |
| I like the meals about 75% of the time. The staff are nice people. |
| I used to have soup at suppertime and now they have a full meal and sometimes I don't want to eat that much. Before we used to help ourselves but now we can't but otherwise it is okay. |
| I would like to see the old system. i.e. open Buffet Table |
| I'm used to better food, but the staff are great. |
| It is good and I am used to it but if I am wanting Chinese food I will go to my family. The food in here is you take it or leave it. |
| It's a pretty nice place. |
| It's hard to please everyone, but on average the meals are good. |
| Kudos to the chef, he's doing an excellent job especially considering covid-19. He does his best to try please everyone which isn't always possible. The meals might not always be to my liking but that doesn't mean that other people won't like them. It's hard to have variety when you have one plate that tries to encompass everything, but that's understandable because of the situation. |
| Lately the meals haven't been as good. Not much variety because you can't cook much but they try their best. |

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| More protein and less carbohydrates. Everything is battered which makes it hard to keep my weight down as my doctor has recommended that I do. People have been complaining that they are putting on more weight. I'm allergic to most things in the salads. (lettuce, raw onion, cucumber, and eggs) which means lately I haven't been able to take a salad. But I know they can't cater to everyone's allergies. |
| Never a dull moment with the food. |
| Salad consists of 6 leaves and 1 mini tomato cut in half. This is not a salad! Somehow, we need the smorg back and I believe it can be done with 2 servers and by calling the tables. At least we would get to choose. Maybe green onions, radish, pickles, and dates would return. The way it is will never work. It will continue to be cold 98% of the time and it is no fault of the cook because he has to dish up the plates then serve them. He is fighting a losing battle. |
| Snack time is good (7:00pm 8:00pm). It is nice to be able to visit with people. |
| So far I am quite satisfied, but if I don't want to eat it I don't have to. |
| Sometimes we tend to complain, but if we stop to think we don't have much to complain about. The meals are flavourful and there is always plenty to eat. |
| The dining staff are helpful |
| The food is sometimes cold now that they have moved to serving. If there isn't enough variety I tell <site staff> to change it up. |
| The meals sometimes don't taste that good so I don't eat them. |
| The staff are out of this world and into the next, that's how good they are. |
| The staff in the morning are awesome! I am very happy with the dining experience. |
| There are a lot of things that they provide that I cannot eat. Tomato sauce on the pasta is way to acid, could use some cream to calm the acidity down because elderly people cannot tolerate a large amount of acidity. I would eat the pasta if it had a sauce like that on it. When I crave certain foods I go to Safeway and grab the foods that I would like and make a sandwich or something. |
| There are lots of meals that I cannot chew, but otherwise it's okay. |
| There is sometimes too much that is added to the meals. Sometimes less sauce, etc. is better. They try to have the foods meet my dietary needs, some staff are more concerned than others. Due to covid there is less variety. |
| They aren't appetizing but I eat them anyways. They have to go by what the dietitian says. |
| They try their best but sometimes I would like something different. I am not a picky eater so I eat what is put on my plate. It is not an easy job cooking for 60 people. Not as much variety during covid-19, but I am sure they are doing their best. |
| Too much leaf lettuce/spinach. The selection for vegetables and salads isn't great. Sometimes they don't have too much taste to them. |
| When you're being served you get everything, but when we are picking them up at the buffet we could take what we wanted. They don't serve enough bell peppers. The dining staff are great! |
| You don't like everything they give you, but you can't complain. They sometimes give us too much food. They always give you a choice in which you want to eat which is really good for some people. You couldn't ask for better staff. |

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| Housekeeping |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Bathroom isn't cleaned right - the staff might not be allotted enough time to clean it properly. They try to do so much and meet the guidelines and the time frame needs to be extended. |
| I could use help with my laundry. |
| I get along good with all of them. |
| I have never needed any extra supplies. But I am sure they would be good about getting me the supplies. |
| I haven't had a reason to ask for any supplies so they must be doing a great job. |
| I haven't need to request additional supplies because they always leave me new ones every week. |
| I think they could be a little better, sometimes after they vacuum and things are still left on the floor, otherwise they are great. |

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| I try to help housekeeping by tidying up after myself. The staff here are probably the best in the city (all staff). |
| I've got no complaints, they are nice ladies. |
| Our rooms are quite simple to clean which is nice. |
| She makes my bed and tidies my room which is very helpful. If there is anything I need, I just have to ask, they are very easy to talk to. |
| The bathroom is never cleaned right, but they do the best that they can. |
| The housekeeping staff are awesome and they do a good job! (X 2) |
| The staff are exceptional, they are a jolly bunch. They are always full of smiles. |
| They are hardworking and do their job well. |
| They aren't quite as thorough as they could be. |
| They do much better than I would |

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| Personal Safety & Security |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| I am not involved enough to be a judge of that |
| I don't think it's specified enough what to do if you have an emergency. They should emphasize when you move in, what to do when you need to get a hold of the night staff. |
| I don't think there is much they can do to make it safer than it is already. |
| I have been here for 10 years and everything is good. |
| It is much safer now with all the added security. There are times when other people are in my room when I am not there and I have lost a few things but not lately. |
| It's up to the person to lock their door, but I think it is a safe place. |
| I've had no problems so far. We don't always see it, but I am sure they keep it safe. |
| People are too grouped together which isn't always safe and they don't always pay enough attention to where people go, especially those with their scooters. The staff are great! |
| So far, it's been safe for me here. If anything happens I can just go to the staff. |
| Sometimes, it's too safe. The doors are locked all the time. There is never anyone suspicious looking around. I should be able to have more than one key, in case I forget my key on my other wheelchair/scooter. |
| The odd time I find that they could use a little extra security on the weekends. There doesn't seem to be any position of authority on the weekend if something were to happen. Things have changed due to covid-19 so this may be the reason why as our lives have been turned upside down. |
| They are good to me here. |
| They have let us know to lock our doors, and I am sure to do that. |
| They protect us and they keep the building clean and safe, every resident is treated well. |
| They try to keep us all safe, but not everyone follows the rules (covid-19) |
| This place is as safe as any other. |
| We are lucky to have things the way that they are. They are very clean and the girls are good. |
| We have fire drills and everything that help it stay safe. |

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| Building Maintenance |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Any time you ask for something to be fixed it is usually done within a matter of hours. |
| I am amazed. They are always keeping up this old building. For instance, the lighting has recently been replaced, the new light fixtures are more uplifting. If there is anything wrong they fix it very quickly. |
| I am quite satisfied with it. |
| I feel special to be able to ask and have things fixed so quickly and everything is done properly (i.e. letting them know in advance) |

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| I find my room is too warm even with the thermostat off (X 2) |
| I like that they don't change the heating in the rooms. |
| I realize that it is a lot to manage the whole thing, but I think everything is great. |
| It they got a job, they do it. |
| <site staff> does a really good job! If he can't do it, then they send someone who can. It's really good. I have had no problems! |
| <site staff> is always there to fix things. (X 3) |
| <site staff> is really good (X 3) |
| Sometimes if you bring something up to staff they don't always follow through. Maintenance staff are excellent! |
| The beds could be bigger. <site staff> is around and and he is usually there right away. |
| The maintenance guy is really good. There is nothing he can't do. |
| The weather has been hot so the rooms are very hot. It would be nice to have some air conditioning. |
| They are always really good. |
| They do a good job cleaning up all the snow in the winter. |
| They do a good job, if I ask them to do something they help me. They do a very good job. |
| They take good care of this building and <site staff> is really good. |
| You couldn't ask for a better place. They are very efficient when it comes to fixing things. |
| You have to understand that they are busy and don't always have time to help right away, but they always come eventually. |
| I love the scenery. This is the best lodge. We have one level which is nice. It would be nice to have a room like the smoking room for those who don't smoke to go in during the winter. |

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| Recreation Activities |
| Is there anything you would like to add or suggestions you may have for improvement(s)? |
| Always there for us. |
| Even if you don't hear it from the staff we hear it from other residents. |
| I am not interested in all the activities but I have started to scope out the activities that are happening. |
| I can't do much due to my mobility, but I enjoy talking to the other residents. |
| I come sometimes for exercises and walking. |
| I don't participate in the activities too much, because I have my own things going on. I prefer other activities. |
| I enjoy the activities that I like, but I have my own hobbies that I do on my own time. I spend a lot of time with my family. |
| I participate in what I can/want to do. I don't have any family in the area. |
| I read the calendar everyday, it is very useful! |
| I really enjoy the music on Wednesday. The calendar is very useful I carry it around with me so I know what is going on. |
| I really enjoy the music. There was much more to do before covid-19, but it is nice that we are able to have some activities back. |
| I think some of the activities are childish, especially bingo. But I enjoy keeping to myself, I am not a huge game person but other people can do it if they want. |
| I usually go for walks but I don't always go to exercises. I would love more family participation but I wish my family lived closer so it was easier for them to come, especially with COVID-19. |
| I would love more family participation when covid-19 permits. My family is very spread out but I think the people with families who are closer would enjoy more of the activities. Maybe once a year we should have a family picnic outside, or a BBQ. It would give people the opportunity to for the families to meet the other residents, especially those who don't have families or many visitors. <site staff> is an extremely good activities coordinator. I can't think of anyone better or anyone who has been there for the residents as much as her. She has been so encouraging and is such a morale better especially during these trying times. |

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| <p>If I'm not sure what's going on I will ask. I feel very spoiled at my age. I like to do as much as I can and if I don't feel up to it I will sit out.</p> |
| <p>I'm only interested in bingo, I'm not interested in the rest of the activities. I always know what is going on and I like the calendar but I just came here to live not to spend time with the other residents.</p> |
| <p>It depends if I feel up to the activity. If you want to be informed you will be.</p> |
| <p>It depends on the activity. I enjoy some more than others.</p> |
| <p>Sometimes I am interested and other times I am not. I learn about what I like but otherwise I don't care too much.</p> |
| <p><site staff> just does a fantastic job, she'll do anything if it's possible. They are always open to suggestions and welcome our feedback. Recreation activities are especially important right now when we are all encouraged to stay inside and can't have as many visitors as we used to. I would love to have more family events but lots of peoples families are busy so it's hard.</p> |
| <p>The activities are good because you get to know more people who you live with. Due to covid-19 I don't think we need more family activities right now.</p> |
| <p>The problem is that I don't really know about the activities. In general, we feel that there is not enough to do for. There could be more activities and more variety of activities. We would all like them to offer us more options in terms of activities. We feel that we are just sitting here all day long. Every activity in general (even those outside of here) improve peoples lives.</p> |
| <p>There is a lot that I can't do but my disability limits me as to what I can participate in. But they try to make it as easy for everyone as they can. The activities give you exercise and things to do which are important. They try to help you and encourage you all they can. When it is allowed more family events would be good. I cannot read so the calendar isn't always the most useful.</p> |
| <p>They have many things going on during these uncertain times which are nice. They are almost motherly, they try to keep us happy. Personally, I am not because I spend a lot of time with my family and they keep me very busy. Due to covid-19 I have been doing more of the activities.</p> |
| <p>They tell us what we need to know.</p> |