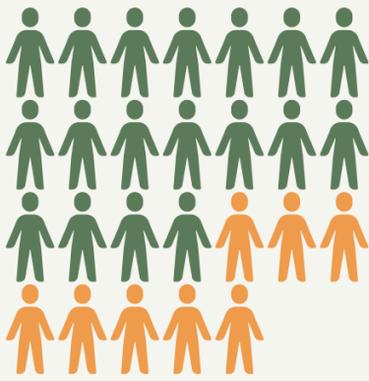


Resident and Family Satisfaction Survey

From March 1st through March 12th, Friends Fellowship Community completed a survey of residents and family members that measures organizational **engagement, trust, credibility, fairness, and respect**. Thank you for participating. We are continuing to share additional insights gleaned from the survey each week with the different service lines. Overall trends include:



188 responses were received for a **participation rate of 71%**.

Nearly 4 in 5, or **79%**, rate the organization with a high level of **engagement, trust, credibility, fairness, and respect**.



nearly 4 in 5

When we drill down into the data along service lines, the scores are:



Health Care Center



The Courtyards



Assisted Living



Independent Living

71 written and signed testimonials were gathered during the survey

“You won't find a better Continuing Care Community within a 65 mile radius - Period!”
 Ron Luellen, FFC resident

When responding to various statements, the highest rated are:



The lowest rated areas of satisfaction are:



Food Satisfaction



Food Variety



Landscaping

Weekly meetings will continue in April to communicate additional survey information to each specific service line. These will be conducted through small group meetings and luncheons with Board Members in attendance.