

Rendezvous Pointe's 2015 Senior Survey Summary

Prepared on August 5, 2015

Major Highlights

1. This year marked the 10th year we have conducted this survey. As a result, we can easily see where there is continuity over time, as well as any significant changes. Once again, I will compare this year's results with the results from previous surveys. As always, our goal is to better understand and serve the interests of our seniors.
2. This year 69 seniors completed the survey. This represents a "high average" for the last few years, with the exception of 2013 that saw 85 seniors complete the survey, the highest completion rate in the past 10 years. Although the number of those completing the survey, who come to Rendezvous Pointe once a month or less dropped from last year, they have little knowledge of Rendezvous Pointe and its programs and skew the results, including the age distribution.
3. For example, this year, only 45 percent of the respondents were ages 60 to 70 years old. That breaks a three year trend where 60 percent of the seniors were in that younger age category – the first wave of baby boomers. Sixty-eight percent (68) were ages 60 to 75, and 32 percent were ages 80 to over 90 years old. That compares to 19 percent of those older seniors last year. Of course, one factor affecting this change in the age distribution is that over the past three years those, who were 68, 69, and 70 in 2012, this year were 71, 72, and 73, and we haven't replaced them with younger seniors.
4. As in the past, those who frequently come to Rendezvous Pointe for a meal and truly enjoy it remains very steady. Those, who come for a meal 1 to 5 times a week, numbered 51 percent. Higher than in previous years, 41 percent joined us 3 to 5 times a week. If we include those, who come just a little less than once a week, 78 percent of seniors really enjoy the meal and friendship.
5. When asked how often seniors come to Rendezvous Pointe to participate in an activity, 46 percent attend 1 to 5 times a week and, similar to previous years, 54 percent participate in an activity on a regular basis.
6. When asked what specific activities draw them to Rendezvous Pointe beyond the meal, a slight reversal of past trends has emerged. Seniors are asked to select their five favorite activities out of twelve. Many select fewer than five. In past few years, "Health and social services such as the blood draw, flu clinic, the lending closet, foot care, senior services, and blood pressure

monitoring” was selected as the most important activity by a wide margin. This years it was a very close heat. “Friends” was selected by 43 and “Health and social services: were chosen by 41. Twenty-nine (29) selected one of the four major arts programs, and 26 percent selected “It is just a fun place.” Rounding out the top five were the 25, who chose ‘Information, including the activity schedule, social outings, and special events.’ Another 22 selected Fitness and health, including Tai Chi and the annual walk program. Beyond the business of health, social services, and fitness, Rendezvous Pointe is prized for friendship and the fun seniors have when enjoying activities together.

7. Further evidence of the importance of friendship, 75 percent of seniors rate Rendezvous Pointe “very friendly,” close to an all-time high. One hundred percent rate it “very friendly” or “friendly.”

8. On a scale of 1-10 with 10 the best possible ranking, seniors rated Rendezvous Pointe 9.3 – one of the highest rankings and just .1 less than the 9.4 from last year.

9. Similar to the highs from previous years, 80 percent rated Rendezvous Pointe’s staff “Excellent,” and 100 percent rated the staff “excellent” or “good.”

10. Similar to previous ratings, 73 percent of seniors ranked the meal program “Excellent” and 98 percent rated it “excellent or “good.”

11. On a scale of 1-5, with 5 the best possible ranking, the transportation program was ranked 4.9 – a near perfect ranking and the same as last year. Similar to last year, this remarkable ranking is a real tribute to Mike Schwab, our Transit Coordinator.

The Meal Program

1. Like last year, it is a very competitive race among four reasons why senior, join us for the noon meal. They were asked to rank each of seven reasons of a scale of 1-5, with 5 the best possible ranking. “Good nutrition” was rated 4.5. The “Cost of the meal is right” was rated 4.6. “It is a great meal” scored 4.6, and “Meeting friends and family” rated a 4.5. These four reasons are equally important, and “Helps me live more independently,” “Helps makes ends meet,” and “Gets me out of the house” were less important.

2. Eighty-four percent rated the portion size as “Just right.” Six percent said that the portions were “Too small,” and 10 percent said the portion sizes were “Too large.”

3. Seventy-four (74) percent consider to the noon meal their main meal of the day, and 93 percent regularly eat from the salad bar.

4. Eighty (80) percent of seniors say that the information on nutrition is useful, but only six could identify one of the topics actually covered in handouts, presentations, or the newsletter.

Other Programs and Views

1. Four seniors offered suggestions for additional activities. They included birdwatching, visiting our homebound friends, bridge, and woodworking.
2. While less than last year, 72 percent of seniors are aware of what is available through our in-home services program and how to access them, and similar to last year 40 percent say that they know someone who receives them.
3. Significantly less than last year (40 percent), this year only 28 percent said they used our computers.
4. Ninety-four (94) percent report reading the monthly newsletter.
5. In an appreciable drop from last year (54 percent), this year only 43 percent report that they, a family member or friend, have ever visited our Website
6. When asked if they made a recent contribution to Friends of Rendezvous Pointe, 54 percent said “Yes,” and when asked if they planned to contribute this year 63 percent said “Yes.” Based on previous surveys, these numbers look about average.
7. The last question asks for comments. They are as follows:

I would feel like I lost a true friend if I could not come to Rendezvous Pointe. Thank you.

Everything is great!

Love the salad bar.

Keep up the good work.

Helpful and pleasant.

Good place.

Great place.

All the members of the staff (kitchen staff included) are so friendly and helpful. They go out of their way to make you feel important and at home.

Transportation to and from our home near Pinedale is the key to our connections to Rendezvous Pointe. Thank you.

I am looking forward to learning more about Rendezvous Pointe’s programs since I just moved here.

Perhaps a movie in the afternoon, including popcorn. Older movies would be fine.

I am extremely limited in my funds. Would like to come more often, but simply can't afford it.

I would like another iPad class.

Monthly or weekly trips to Rock Springs or Jackson.

I would like to see hospice care back in Sublette County.

Short skits from Rendezvous Pointe seniors and staff also including some very good actors, who are not Rendezvous Pointe regulars.

More technical support such as cameras and notebooks.

I would like to see all food handlers wear gloves.

Would like to see on the menu which meals are gluten free.

Seating should be reserved for seniors whose birthday is that month.

One more pool table.

Vegetables usually not hot, barely lukewarm.

That's All Folks!