

**KENAI COUNCIL ON AGING  
WORK SESSION – 2023 SENIOR CENTER SURVEY RESULTS  
JULY 13, 2023 – 3:00 P.M.  
KENAI SENIOR CENTER  
361 SENIOR CT., KENAI, AK 99611  
\*Telephonic/Virtual Information Below\*  
[www.kenai.city](http://www.kenai.city)**

- A. **CALL TO ORDER**
- B. **INTRODUCTION** – Kathy Romain, Senior Center Director
- C. **PUBLIC COMMENT** (*Public comment limited to three (3) minutes per speaker; thirty (30) minutes aggregated*)
- D. **COMMISSION DISCUSSION** – 2023 Senior Center Survey Results
- E. **ADDITIONAL PUBLIC COMMENT**
- F. **ADJOURNMENT**

**Join Zoom Meeting**

<https://us02web.zoom.us/j/85932221514?pwd=U1VQMm8wNHZ3UFRGN01rUWpmTml1Zz09>

**Meeting ID:** 859 3222 1514

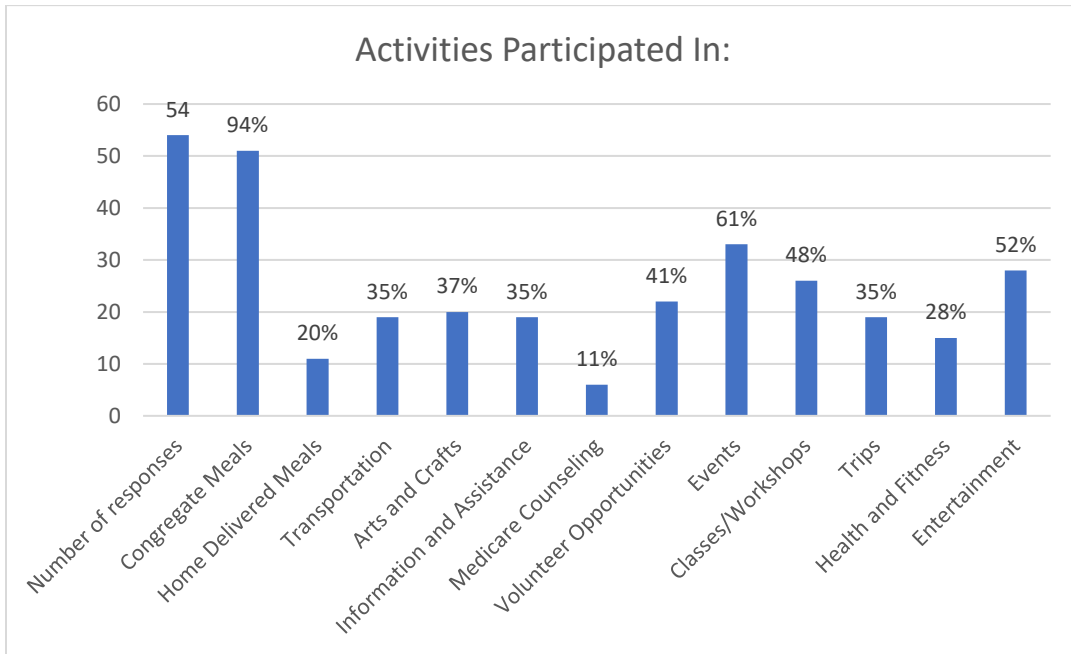
**Password:** 363482

**OR Dial in by your Location:** (253) 215-8782 or (301) 715-8592

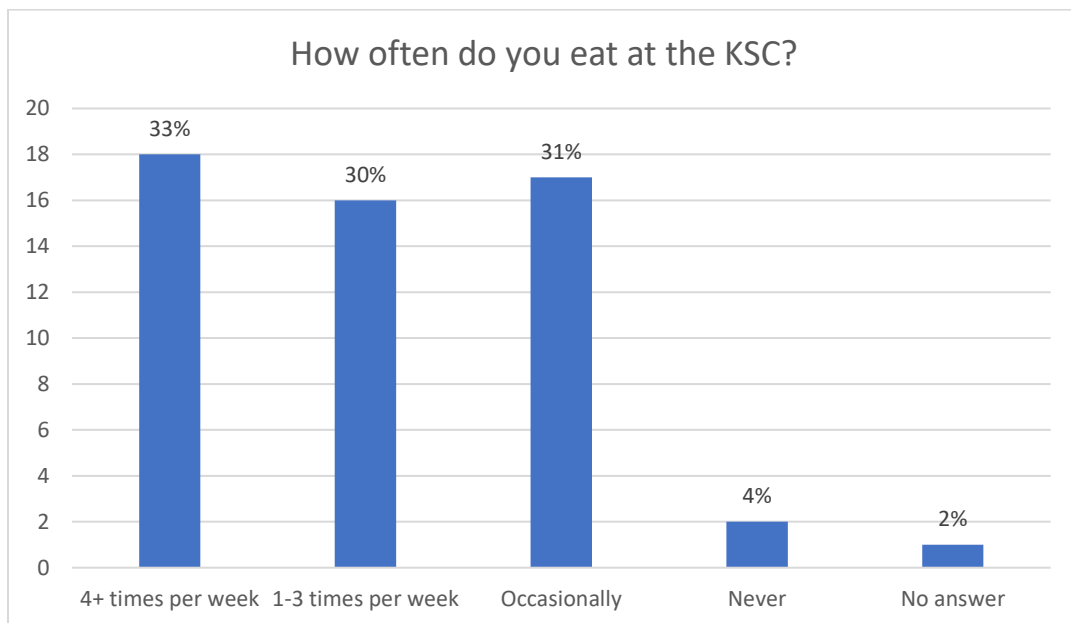
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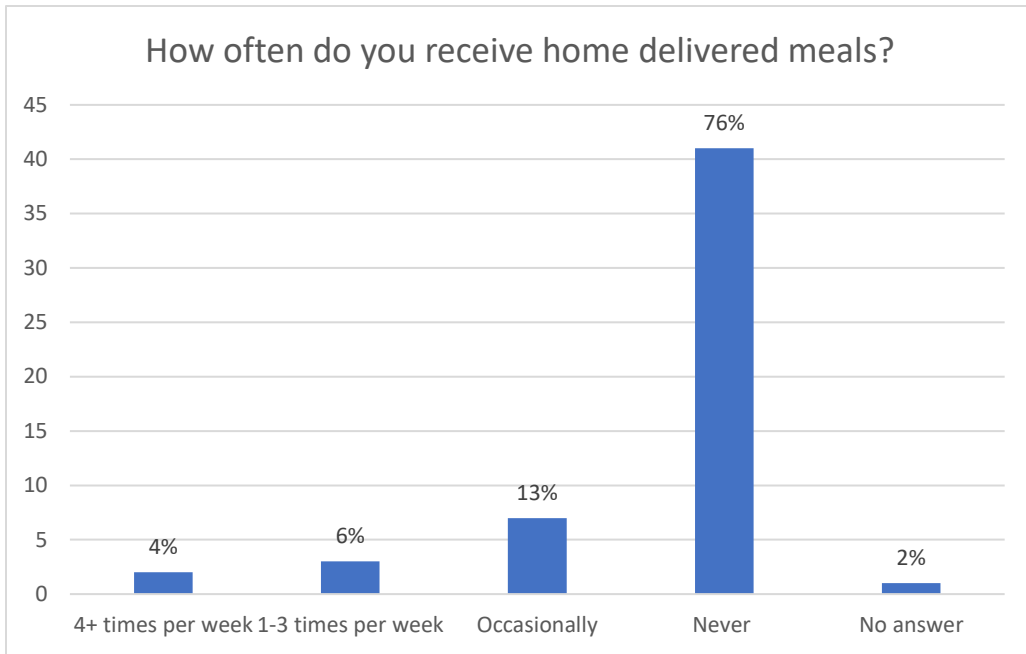
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## Kenai Senior Center 2023 Client Satisfaction Survey Results



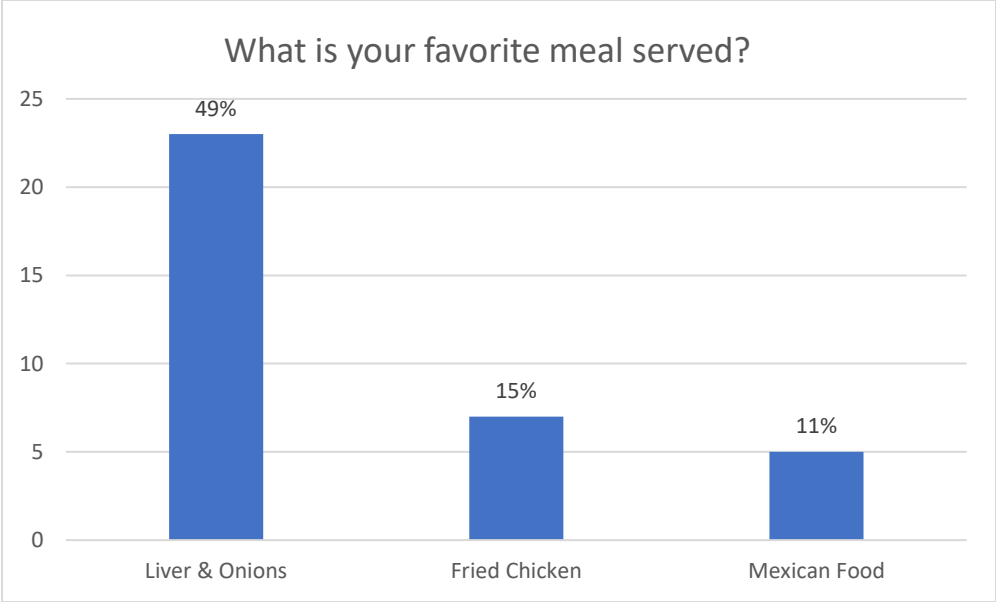
99% of those completing and returning the Client Satisfaction Survey were of the target population of 60 years of age and older. This year, in addition to mailing, providing in-person surveys, and having them attached to the monthly newsletter, a survey link to Survey Monkey was also provided. 20 individuals utilized this modality to submit their survey electronically.





This year, more surveys were returned in-person and electronically than by mail. The data reported in this question reflects that more participants eating at the Center returned surveys than those that receive home delivered meals.

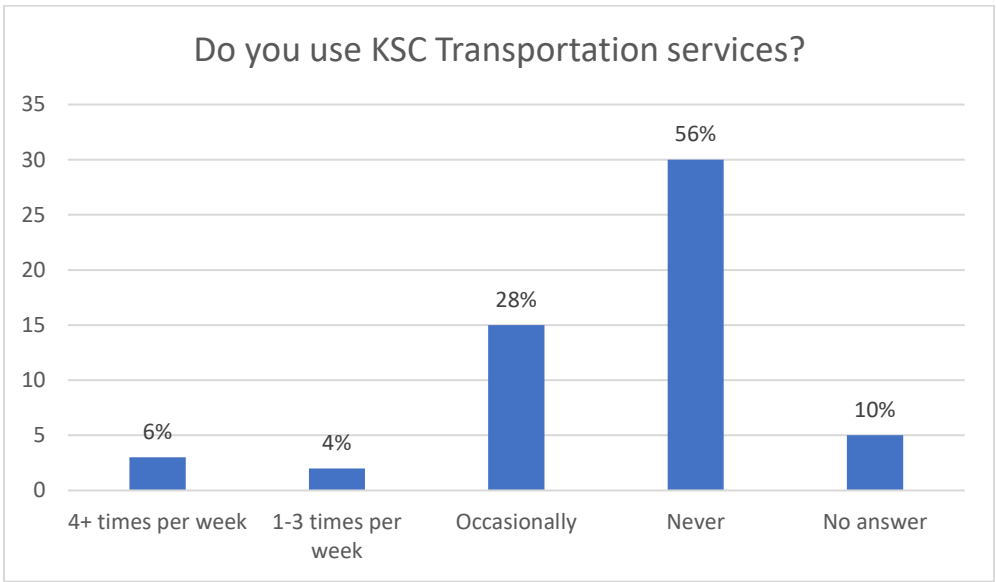


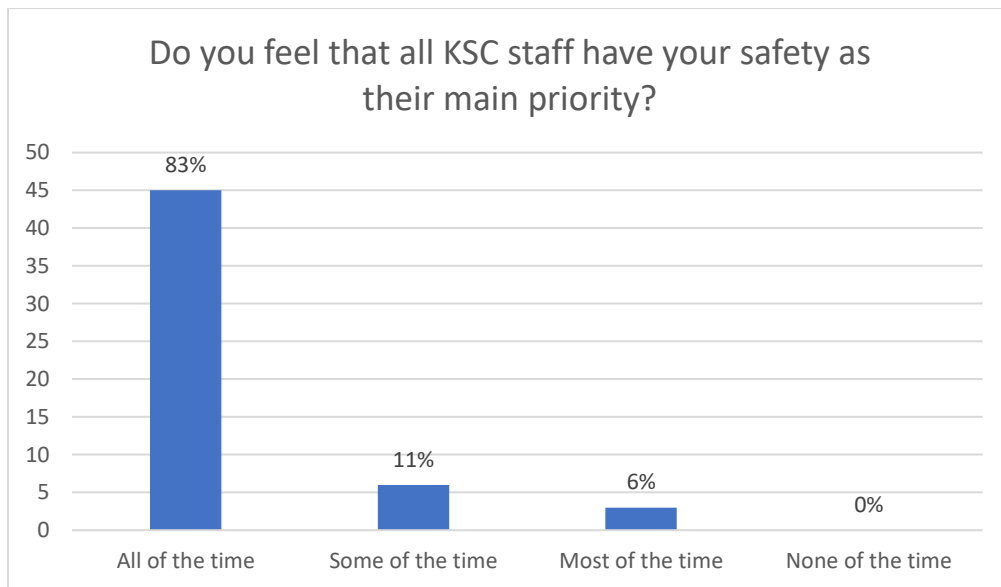
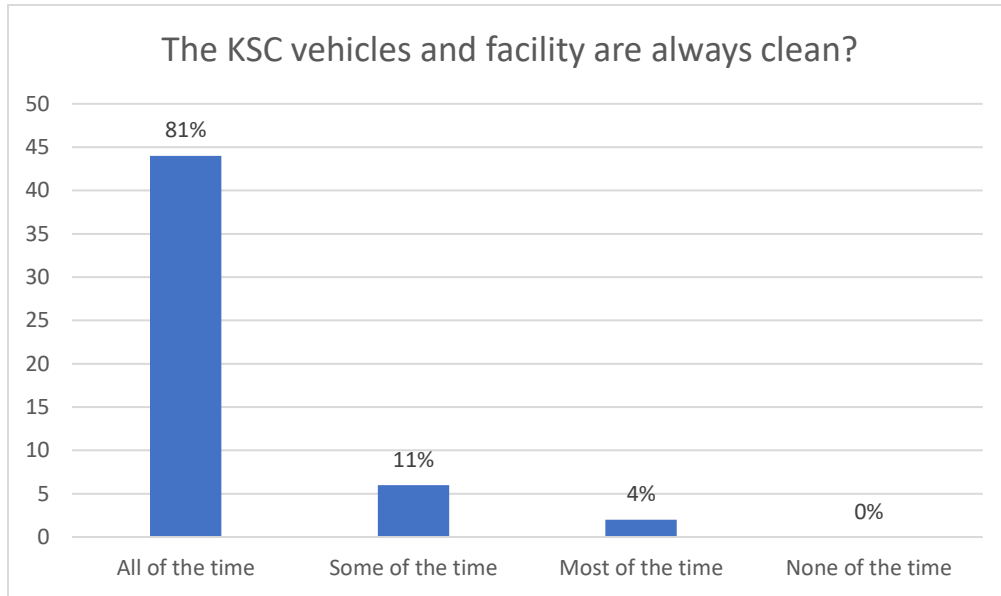


**Other honorable mentions:**

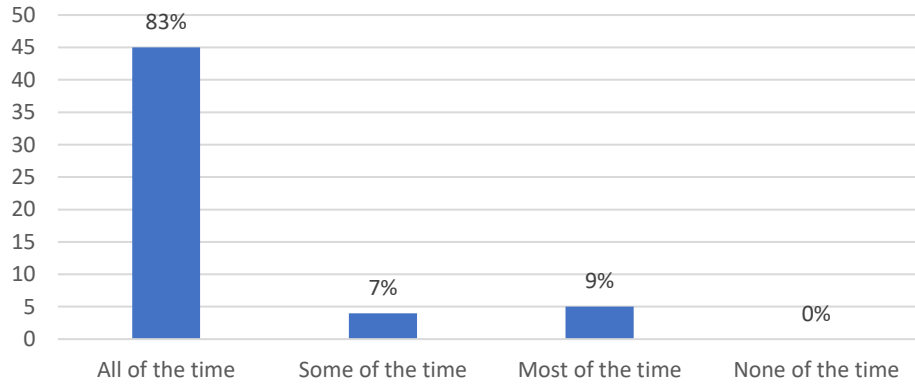
- Breakfast/Brunch foods
- Swedish meatballs
- Meatloaf,
- Soups/ Clam Chowder
- Turkey/Ham with the works
- Chinese Chicken Salad
- Cheeseburgers
- Baked Potato

Comments: I love most of Missy's creations especially her cookies. Love Missy's soup, I wish we could get more of it.

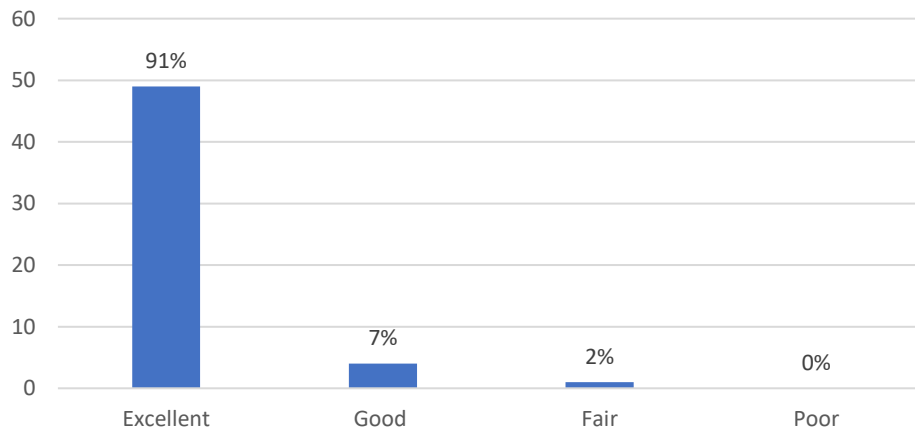




Do you feel that services provided by the KSC help maintain or increase quality of life and the ability to age in place?



How would you rate the overall quality of services at KSC?



**What activities would you like to see at the KSC?**

- Short walks outside and visiting
- Paint by numbers
- Live dance or Zumba
- I love all of the ones you have I'm looking forward to the high tea.
- outdoor picnics, indoor cornhole
- Walking
- Parties
- Greeting cards to people who need encouragement.
- Pottery, fishing charter
- karaoke night
- Make overs (hand care/facials) high school, middle school bands and choirs
- Trivia, knitting, crocheting
- More trips
- Chaplaincy
- I personally would like to see a pool room/ table tennis however there is not enough room at the present facility and am not sure there would be enough participation to make it feasible.
- Longer Bingo time
- Yoga
- a reading club
- Possibly a professional seamstress to teach specific sewing skills if there was enough interest.
- Biography, autobiography, genealogy, etc.

**Do you have any cost saving ideas for the Center?**

- Can the kitchen use leftovers? Perhaps for making soups and stews.
- Increase cost of meals, in all its still a bargain.
- Garage sale
- Too much free coffee
- More participation in bringing own containers to take leftovers home
- Use more volunteers
- More focus on community involvement/advertising, through word-of-mouth by school faculty/staff, volunteer opportunities at the high schools? The College? The Churches?
- Have the exercise group and the card group supply their own coffee. Offer KSC coffee at lunch time only as so few put money into the coffee fund. It just may get folk's attention to contribute.
- During morning hours in the Winter warm air is good however, when it's time to eat lunch the dining area especially needs fans or cooling. At least improvement during those hours. There are many suggestions. Thanks
- Automatic lights
- inside garage sale. Rent tables so people can sell stuff

### KSC 2023 Client Survey comments:

- My home delivery meal drivers are the BEST!
- Maybe giving all volunteers a free lunch if they want it.
- I'd like to go to Anchorage for the Iditarod and to Hope again.
- Kathy is doing an excellent job- friendly to everyone.
- Excellent services - no complaints.
- Kathy and Missy are amazing. We are so lucky to have them. They are the glue that makes the KSC so special.
- It is a beautiful facility, well maintained. Kathy Romain does a fantastic job!!
- Great place to meet with friends
- The staff is excellent
- Staff and members are very patient with those of us who need help.
- Coming to the center makes me happy and like very much socializing
- I think the senior center is the best and I love going there especially as a guest and volunteer. The staff is great, love them all.
- I am very happy with how the center is being run. I look forward to going as often as I can and volunteering
- You all do such a great job at making life better for seniors.
- I think the KSC has quality staff who really care about seniors and provide great service!
- I am totally aware of how blessed I am to have the KSC and the beautiful people there. FOR ME it's the center of my happy life.
- I am very comfortable here
- Since I recovered from my quadruple bi-pass 3 years now, my prayers have been daily for the Center. They have helped me with food and prayer and my prayers are with them.
- overall excellent staff and participation in everyone.
- Participated as a driver for transportation services and ate meals on the days I was driving. Meals were always excellent. As a driver, clients often offered their opinions on services, food, and entertainment during the trip. Even clients with dislikes with individual policies, they were always appreciative with the over-all results. I continually heard appreciation and high regard for all of the staff at the Center and the services provided to them.
- Keep the noise down when playing bingo people that aren't playing in there and talk to some are almost yelling maybe we could play in another room.
- I think the KSC is a wonderful facility and we on the peninsula are fortunate to have all of them.
- I had planned to visit the Methodist church this Sunday to approach Victoria Hall(?) re: the student representative potential in the Council on Aging, but I learned ...on Monday... that pastor April Hall may be leaving for Washington and that pastor Janice may be returning to the church in June. I assume that April will be bringing her daughter with her? I think involvement with our area's students is very important to our stated desire to increase the community's awareness of what we actually do here, rather than being the stereotypical 'old folks' home', etc. Perhaps this young girl I saw arrive in search of 'community service', yesterday, can also help to give ideas on a different candidate for the representative position. I still may go to that church this Sunday and see if Victoria has any suggestions.
- KSC truly has high standards for their staff. As a senior citizen I appreciate their courtesy, respect, and kindness. I look forward to every visit to the senior center.
- The director does an excellent job of making people feel welcome and part of the Senior Center community



- I have to eat gluten free and the only food available is your salad. I paid full price.
- overall staff is excellent
- Great facility, great staff, great opportunities for seniors
- Low cost or free meals for seniors. If this is being done already we don't know about it. 7 or 8 dollars every day is a lot more than many of us can afford