

Board Report: Resident Perspectives on Artificial Intelligence

Source: LCS Sounding Board Survey — February 2026 | **Conducted by:** LCS Market Research Analyst

Respondents: 467 Independent Living residents across 68 LCS communities

Key Takeaways

Residents Are Aware of AI and Many Are Already Using It

- **8 in 10** respondents have at least a basic understanding of AI, with only 15% unfamiliar with the concept.
- **7 in 10** have used an AI-powered tool or service, with **ChatGPT (33%)** and **Google Gemini (23%)** being the most popular platforms. Chat tools and voice assistants are the most-used categories.

Early Experiences Are Largely Positive, but Trust Must Be Earned

- Of those who have used AI, **6 in 10 report a positive experience** (26% very positive, 41% somewhat positive). Only 5% had a negative experience.
- Among non-users, the top barriers are **not having a need yet (27%)** and **privacy/security concerns (20%)**.

Comfort Varies by Use Case — Dining and Services Lead; Health Lags

- Residents are **most comfortable** with AI assisting in **dining optimization (67% comfortable)** and **personalizing community services (65% comfortable)**.
- They are **least comfortable** with AI in **health-related applications** such as diagnosing illnesses or managing medications (50% comfortable, 22% uncomfortable).

AI-Assisted Feedback Tools Receive Mixed Reception; Traditional Options Remain Critical

- Only **42%** are comfortable with AI-assisted feedback tools (e.g., phone calls), while **29% are mixed** and **29% are uncomfortable**.
- **Nearly half (48%)** find AI voice companions **not at all appealing**.
- **86%** agree that maintaining **traditional, non-technology feedback options** is important.

Residents Want Education and Transparency

- **6 in 10** are interested in learning more about AI; only 11% have no interest.
 - Top education priorities: **safe use/privacy (19%)**, **understanding AI capabilities (18%)**, and **AI basics (17%)**.
 - Preferred learning formats: **in-person classes (23%)** and **small groups (21%)** — one-on-one help and online resources are least preferred.
 - The #1 expectation from their community is **clear information and education about AI (33%)**, followed by **optional AI tools residents can choose to use (30%)**.
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Implications for Our Community

Area	Opportunity
Dining & Services	Highest comfort zone — consider AI pilots in menu personalization and service scheduling
Health & Wellness	Proceed cautiously — residents need trust-building and transparency before AI enters clinical spaces
Feedback & Engagement Education	Maintain traditional feedback channels alongside any AI-assisted tools Offer in-person classes and small group sessions focused on safe use and AI basics
Communication	Proactively share clear, honest information about how AI is (or will be) used in the community