



STAFF REPORT INFORMATION ONLY

Homemakers and Nurses Services “Your Opinion Counts” Survey – January 1 to December 31, 2007

Date:	March 27, 2008
To:	Advisory Committee on Homes for the Aged
From:	General Manager, Homes for the Aged
Wards:	All
Reference Number:	

SUMMARY

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Homemakers and Nurses Services Program for the period January 1 to December 31, 2007.

Financial Impact

There are no financial implications arising from this report.

COMMENTS

This report for January 1 to December 31, 2007 includes statistical information. A copy of this report with all details has been forwarded to the Chair of the Advisory Committee on Homes for the Aged and is available to interested members.

The “Your Opinion Counts” surveys are sent to clients at the time of their financial reassessment (annually). A stamped envelope addressed to the General Manager, Homes for the Aged is included with the questionnaire for return.

On receipt, the original questionnaires are reviewed by the General Manager. Should urgent concerns be raised in a questionnaire, they are immediately dealt with by a phone call from the General Manager to the Director Resident Services who will follow-up and report back on resolution. Community Programs management reviews the questionnaires and monitors trends on an ongoing basis so that a plan of action for improvement can be developed.

Clients express high levels of overall satisfaction (87.96 percent) with the services delivered by the Homemakers and Nurses Services Program.

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