

YOUR OPINION COUNTS' - January 1 to December 31, 2007

RESIDENT			
? #'s	Disagree + Strongly Disagree		
	Responses		Cumulative
	#	%	
3 b	35	12.68%	12.68%
2 e	21	7.61%	20.29%
1 d	18	6.52%	26.81%
1 b	17	6.16%	32.97%
1 e	17	6.16%	39.13%
2 f	17	6.16%	45.29%
1 a	16	5.80%	51.09%
1 c	16	5.80%	56.88%
2 d	16	5.80%	62.68%
2 g	16	5.80%	68.48%
3 c	14	5.07%	73.55%
3 f	14	5.07%	78.62%
2 c	13	4.71%	83.33%
3 g	12	4.35%	87.68%
3 a	9	3.26%	90.94%
3 e	8	2.90%	93.84%
3 d	6	2.17%	96.01%
2 b	6	2.17%	98.19%
2 a	5	1.81%	100.00%
Total	276		

Client Disagree Responses in Order to 60%	
3 b	My Caseworker phones me often enough
2 e	The tasks are completed to my satisfaction
1 d	I feel comfortable sharing with my Caseworker details of my financial & health info
1 b	HMNS provides me sufficient opportunities to influence decisions related to my care
1 e	I know whom to approach when I have a problem or concern
2 f	The Agency schedules homemaker visits at mutually convenient times
1 a	I'm provided with opportunities to participate in the development of my plan of service
1 c	I feel comfortable expressing my opinions & feelings about the services I receive
2 d	After discussion with Caseworker tasks performed by Homemaker are those expected

YOUR OPINION COUNTS - Homemakers & Nurses Services Analysis of Total Returns

January 1 to December 31, 2007
Number of questionnaires issued: 2134
Number of questionnaires returned: 382
Percentage of questionnaires returned: 17.90%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I'm provided with opportunities to participate in the development of my plan of service	121	177	24	12	4	27	17
b) HMNS provides me sufficient opportunities to influence decisions related to my care	129	175	26	13	4	19	15
c) I feel comfortable expressing my opinions & feelings about the services I receive	167	175	7	13	3	7	10
d) I feel comfortable sharing with my Caseworker details of my financial & health information	156	162	21	8	10	16	9
e) I know whom to approach when I have a problem or concern	152	178	14	9	8	5	16
Participation Totals	725	867	92	55	29	74	67

2. Quality of Service Provision							
a) Care is provided in a kind, friendly & gentle manner	213	138	13	2	3	3	11
b) Homemakers respect my personal and physical privacy	210	142	11	2	4	2	10
c) When my HMNS Caseworker schedules a visit it is at my convenience	200	148	7	7	6	4	10
d) After discussing tasks with my HMNS Caseworker tasks performed by the homemaker are those I expected	177	166	11	12	4	3	9
e) The tasks are completed to my satisfaction	140	179	13	18	3	1	28
f) The Homemaking Agency schedules homemaker visits at mutually convenient times	153	177	8	12	5	4	23
g) If I have a need for services other than homemaking my HMNS Caseworker helps me to access them	100	136	51	10	6	48	31
Quality of Service Provision Totals	1,193	1,086	114	63	31	65	122

3. Communication							
a) I am able to contact my HMNS Caseworker by telephone	164	167	13	4	5	6	23
b) My HMNS Caseworker phones me often enough	103	160	39	25	10	18	27
c) My calls to my HMNS Caseworker are returned promptly	133	165	27	11	3	16	27
d) When I call HMNS I am treated with courtesy and respect	168	162	11	3	3	10	25
e) If I have a concern regarding my homemaking services I feel comfortable contacting my HMNS Caseworker	156	162	16	5	3	14	26
f) I am satisfied that my questions and concerns are answered and/or followed up	135	176	21	10	4	12	24
g) After a change in my service needs my homemaker is aware of it	112	163	32	9	3	31	32
Communication Totals	971	1,155	159	67	31	107	184

4. Advocacy							
a) My HMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	144	151	22	11	2	15	37
Advocacy Totals	144	151	22	11	2	15	37

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	118	184	16	9	2	17	36
b) I am treated with respect by my HMNS Caseworker	185	149	7	1	1	2	37
I am treated with respect by my Homemaking Agency	151	143	9	6	3	7	63
I am treated with respect by my Homemaker	166	136	10	3	1	6	60
c) I would recommend HMNS to others requiring homemaking assistance	178	143	16	7	1	5	32
d) I am aware of my rights & responsibilities with regards to receiving services from HMNS	155	165	11	10	1	3	37
Quality of Life Totals	953	920	69	36	9	40	265

YOUR OVERALL SATISFACTION							
a) Overall I am satisfied with the quality of the care and service	177	159	11	3	2	2	28
Overall Satisfaction Totals	177	159	11	3	2	2	28
TOTALS	4,163	4,338	467	235	104	303	703
Percent of Answers	40.4%	42.1%	4.5%	2.3%	1.0%	2.9%	6.8%

YOUR OPINION COUNTS - Homemaking and Nursing Services
Analysis Of Total Returns

Homemaking and Nurses Services

Distribution Period: Fourth Quarter 2007

Number of questionnaires issued: 530

Number of questionnaires returned: 75

Percentage of questionnaires returned: 14.15%

**YOUR SATISFACTION
WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	18	34	7	4		9	3
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	15	36	9	5		7	3
c) I feel comfortable expressing my opinions and feelings about the services I receive.	29	36	3	3			4
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	27	33	7	1	3	3	1
e) I know whom to approach when I have a problem or concern.	28	33	4	3	3	2	2
Participation Totals	117	172	30	16	6	21	13

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	42	23	3	1	2	1	3
b) Homemakers respect my personal and physical privacy.	43	27	1		2	1	1
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	40	23	4	3	2	1	2
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	32	33	3	3	1	1	2
e) The tasks are completed to my satisfaction.	24	32	4	6	1	1	7
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	26	36	5	1	1	1	5
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	15	23	13	3	3	11	7
Quality of Service Provision Total	222	197	33	17	12	17	27

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	29	34	4	1	1	1	5
b) My Toronto (HMNS) Caseworker phones me often enough.	16	31	10	8	1	4	5
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	27	32	3	2	1	5	5
d) When I call HMNS I am treated with courtesy and respect.	31	31	4	2		2	5
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	25	35	3	2		4	6
f) I am satisfied that my questions and concerns are answered and/or followed up.	25	31	5	4	1	3	6
g) After a change in my service needs my homemaker is aware of it	18	34	6	4	1	6	6
Communication Total	171	228	35	23	5	25	38

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	29	25	6	3	1	3	8
Advocacy Total	29	25	6	3	1	3	8

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	20	35	4	2		6	8
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	35	28	3				9
Homemaking Agency	30	21	3	3	1	7	10
Homemaker	31	25	2	1		5	11
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	28	29	5	2		1	10
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	22	37	4				12
Quality of Life Total	166	175	21	8	1	19	60

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	29	33	2	1	1	1	8
Overall Satisfaction Total	29	33	2	1	1	1	8

TOTALS	734	830	127	68	26	86	154
Percent of Answers	36.2%	41.0%	6.3%	3.4%	1.3%	4.2%	7.6%

YOUR OPINION COUNTS - Homemaking and Nursing Services

Analysis Of Total Returns

Homemaking and Nurses Services

Distribution Period: Fourth Quarter 2007

Number of questionnaires issued: 530

Number of questionnaires returned: 75

Percentage of questionnaires returned: 14.15%

YOUR SATISFACTION WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	24%	45%	9%	5%	0%	12%	4%
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	20%	48%	12%	7%	0%	9%	4%
c) I feel comfortable expressing my opinions and feelings about the services I receive.	39%	48%	4%	4%	0%	0%	5%
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	36%	44%	9%	1%	4%	4%	1%
e) I know whom to approach when I have a problem or concern.	37%	44%	5%	4%	4%	3%	3%
Participation Totals	31.2%	45.9%	8.0%	4.3%	1.6%	5.6%	3.5%

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	56%	31%	4%	1%	3%	1%	4%
b) Homemakers respect my personal and physical privacy.	57%	36%	1%	0%	3%	1%	1%
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	53%	31%	5%	4%	3%	1%	3%
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	43%	44%	4%	4%	1%	1%	3%
e) The tasks are completed to my satisfaction.	32%	43%	5%	8%	1%	1%	9%
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	35%	48%	7%	1%	1%	1%	7%
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	20%	31%	17%	4%	4%	15%	9%
Quality of Service Provision Total	42.3%	37.5%	6.3%	3.2%	2.3%	3.2%	5.1%

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	39%	45%	5%	1%	1%	1%	7%
b) My Toronto (HMNS) Caseworker phones me often enough.	21%	41%	13%	11%	1%	5%	7%
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	36%	43%	4%	3%	1%	7%	7%
d) When I call HMNS I am treated with courtesy and respect.	41%	41%	5%	3%	0%	3%	7%
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	33%	47%	4%	3%	0%	5%	8%
f) I am satisfied that my questions and concerns are answered and /or followed up.	33%	41%	7%	5%	1%	4%	8%
g) After a change in my service needs my homemaker is aware of it	24%	45%	8%	5%	1%	8%	8%
Communication Total	32.6%	43.4%	6.7%	4.4%	1.0%	4.8%	7.2%

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	39%	33%	8%	4%	1%	4%	11%
Advocacy Total	38.7%	33.3%	8.0%	4.0%	1.3%	4.0%	10.7%

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	27%	47%	5%	3%	0%	8%	11%
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	47%	37%	4%	0%	0%	0%	12%
Homemaking Agency	40%	28%	4%	4%	1%	9%	13%
Homemaker	41%	33%	3%	1%	0%	7%	15%
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	37%	39%	7%	3%	0%	1%	13%
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	29%	49%	5%	0%	0%	0%	16%
Quality of Life Total	36.9%	38.9%	4.7%	1.8%	0.2%	4.2%	13.3%

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	39%	44%	3%	1%	1%	1%	11%
Overall Satisfaction Total	38.7%	44.0%	2.7%	1.3%	1.3%	1.3%	10.7%

Percentage of Total Answers	36.2%	41.0%	6.3%	3.4%	1.3%	4.2%	7.6%
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YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - Fourth Quarter 2007

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

I am satisfied with the service I receive but 1 1/2 hours is not enough time to do all the things in my home
I am happy for all the services, thank you
My caseworker is great. I can communicate and share my concerns very easily
I am satisfied with my homemaker
I am very happy to have this service. You provide a good service in a caring way. I thank god for the help I receive, Thank you
I am fully satisfied with my caseworker
I am very comfortable with the service given by my caregiver
My poor financial state has no relationship with my health and never has been. Getting out of poverty will help
but not improve my health
I am working with some very good people
The opportunity to participate varies with each caregiver. One lady was not good with her allergies and could
not empty out my vacuum
I am satisfied with the services of my homecare

2. Quality of Service Provision

I do need some light repair services such as hanging some blinds, changing a light bulb, cleaning for big items such as
my fridge and stove and snow removal
A caseworker helped last visit by making sure I was still listed
It is sometimes difficult to get a hold of my coordinator if and when I have to change a scheduled date
I am unsure as to what other services there are that the caseworker could help me with
Short term extra hours after surgery or severe fall/accident
No other services required
We have never discussed this area at all

3. Communication

Thank you all for giving me good service
My caseworker is amazing
The messages I left at Bayshore of me being absent were not given to my home maker, causing her to come to my
home while I was not home
My caseworker is always ready to help me
I was taken to hospital by ambulance and no one got a hold of my emergency contact. I was left in the hospital for 4 days
and nobody knew where I was. This was a little upsetting for my mother
My caseworker does her best to support and assess my needs to the best of her ability
My daughter helps me to communicate

4. Advocacy

I am not too clear on this question
I am happy with the service
The caseworker needs to understand that I cannot always accommodate a visit when they want to arrange one because
I am very busy with doctor appointments
My caseworker has advised me on how to handle certain problems and this is much appreciated
The homemaker is very pleased and is very thorough in doing her job
We are very pleased with the level of service from our homemaking services

5. Quality of Life

Everyone is willing to help
My quality of life is rescued by the help I receive
While our caseworker was sick we got another caseworker who was very nice
The agency has not respected my wishes in the past with the home visit. My homemaker was not able to come and there were
2 people from Para med that came. I don't like strangers in my home the lady was very rude. This situation stressed me out

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - Fourth Quarter 2007

I have had many terrible workers who should not be working in this field
Satisfactory treatment is provided
I always recommend the agency to my friends

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Reliability
The friendly people that care for me when I am sick and in pain, thank you
I am happy with my homemaker and I trust her
To take care of me in a kind respectful manner
Listening to my needs
Maintaining a healthy life in a clean environment
Housekeeping
That I am able to get this help
Good cleaning
Personal Care
To organize my apartment and keep it clean
Patience with my showers, a friendly homemaker, personal cleanliness
Not changing the coordinator often. It is not right that I have two ladies give me a shower
That the care and service continues as needed
That my housekeeping is maintained
Communication, trust and respect
All the duties to be performed in a personable and respectful way
I respect my caregiver and feel included
Laundry, shopping, cleaning and personal care
I get the support and assistance to stay independent
Help with weekly tasks i.e.. the cleaning and the laundry
Being treated with respect
The home maker needs to do a more thorough job cleaning the floor from wall to wall including corners. Take pride in doing a job well done
Promptness, efficiency and good attitude
Communication. Presentable and a caseworker that smiles
To feel more comfortable with the homemaker and caseworker
I am now satisfied, but I did have some homecare people who did not do their job properly in the past
Right now I am doing my own shopping, but in the winter I will need some help
Everything you provide me
Respect, kindness and sufficiency
Show up when expected and always call the day before to ask if it is convenient
Someone to help me keep my home clean and do the laundry and shopping for me
Respect and compassion for the elderly and their families
Punctuality and convenience
Always on time
That the homemaker is respectful and pleasant, I feel comfortable having her in my home
That the care and service is regular and at an agreed time. Respectful service

Please advise where we exceeded your expectations:

It would be good to extend my service to 2 hrs
The service I receive is very good
In taking care of my concerns
The homemaker is very polite and kind
Company, personal care and light housework
My homemaker is fantastic and the best one I have ever had
The caseworker is wonderful and very thoughtful. The caseworker takes extra time to check on my well being and respects my privacy

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - Fourth Quarter 2007

Even in bad weather my caregiver has shown up
The homemakers should clean the baseboards
I finally have a good homecare worker and one who fulfills all and more
That the caregivers be more polite, punctual and patient
The homecare itself and the promptness of the homecare giver. The concern and respect received from the homecare provider
My worker is extremely nice

What would you like to see done to improve your quality of life?

You have done everything for me
More hours in order to enjoy quality life at home
More hours of home care
To have some household repairs done in my home
Better cleaning
Keeping the same person who I am now comfortable with
The quality of my life has been improved by my homemaker which helps me stay organized
Rent to income housing, I have been on a list for 10 years now and need a social worker, advisor, advocate
To help me with cooking because my hands are not good and it is impossible for me to stay on my feet for a long period of time
More frequent cleaning instead of everyday
One more hour a week added on
More understanding from the caseworker and agency to understand that I do many things to assist with most visits
Please give back my bathing help quickly
I do not need anybody that has no bearing or solution to ones relationship with ones wealth status
If phone calls are responded quicker
I am a stroke survivor and need more time at my home, 2 hrs once a week is not enough time
Right now I am very pleased
Find more people and match them according to the basics of living life and interaction to our ways
I wished the caregiver realized that this is more than just house work. They are providing an important service to the disabled
I am satisfied

Is there anything we did not ask you about in this survey that you want to tell us about?