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

																				2				
		Cumulative	12.68%	20.29%	26.81%	32.97%	39.13%	45.29%	51.09%	26.88%	62.68%	68.48%	73.55%	78.62%	83.33%	82.68%	90.94%	93.84%	96.01%	98.19%	100.00%	-		
+ Strongly Disagree	Se	%	12.68%	7.61%	6.52%	6.16%	6.16%	6.16%	2.80%	5.80%	5.80%	5.80%	5.07%	5.07%	4.71%	4.35%	3.26%	2.90%	2.17%	2.17%	1.81%			
Disagree + Strongly Disagree	Responses	#	35	21	18	17	17	17	16	16	16	16	14	14	13	12	6	80	9	9	5			
Di		S,# ¿	3 b	2 e	1 d	1 b	1 e	2 f	1 a	1 c	2 d	2 g	3 c	3 f	2 c	3 g	3 a	3 e	3 d	2 b	2 a			

			Client Disagree Responses in Order to 60%
Disagree			
%	Cumulative		
2.68%	12.68%	3 b	My Caseworker phones me often enough
7.61%	20.29%	2 e	The tasks are completed to my satisfaction
3.52%	26.81%	1 d	I feel comfortable sharing with my Caseworker details of my financil & health info
3.16%	32.97%	1 b	HMNS provides me sufficient opportunities to influence decisions related to my care
3.16%	39.13%	1 e	I know whom to approach when I have a problem or concern
3.16%	45.29%	2 f	The Agency schedules homemaker visits at mutually convenient times
2.80%	51.09%		I'm provided with opportunities to participate in the development of my plan of service
2.80%	56.88%	1 c	I feel comfortable expressing my opinions & feelings about the services I receive
2.80%	62.68%	2 d	After dicussion with Caseworker tasks performed by Homemaker are those expected
2.80%	68.48%		
2.07%	73.55%		
2.07%	78.62%		
4.71%	83.33%		
4.35%	87.68%		
3.26%	90.94%		
5.90%	93.84%		
2.17%	96.01%		
2.17%	98.19%	37	
1.81%	100.00%		

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

Percentage of questionnaires returned: 2134	January 1 to December 31, 2007							
17.90% State of the contract of the contra								
17.30% Stocked with reporturation to periodical in the development of my plan of service and service of the first development of my plan of service and with reporturation to periodical in the development of my plan of service are development of my plan of service of my plan of service are development of my plan of service and service are development of my plan of service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development of my plan of service and service are development								
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Standard or manual control of the development of my plan of service 1291 1777 24 12 4 12 13 13 15 15 15 15 15 15		7733	22160	Opinion	Disagner of the control of the contr	Disagree		Answer
Storyces are sufficient of potentialise of my control to the potential of my control to the potential of potential of my peak interests wherehold to maintain or improve my level of independence makes in my best interests wherehold is an expect by my behavior of interests wherehold in my control to the potential	Participation							!
Standard S	I'm provided with opportunities to participate in the d	121	177	24	12	4	27	17
150 150		671	175	97	5 6	4 ("	8 2	10
Ferrice Provision Ferricipation Totals	Teel comfortable expressing my opinions & reelings	156	162	21	2 00	10	16	0 0
Service Provision	I know whom to approach when I have a problem or	152	178	14	6	0	5	16
State Provision Caseworker are trained as a month page to the maintening of the content my HANS Caseworker are trained as a month page to the access them Communication Totals 178 138 138 139 148 1		725	867	92	22	29	74	67
12 13 13 2 3 3 13 14 15 15 15 15 15 14 15 15 15 15 15 15 15								
ansies repeated my personal and bylyside privacy markers are those I expected discussion and and bylyside privacy markers specificate by the pomemaker are those I expected assess the marker and the process them as assess are completed to my statisfaction my HMNS Caseworker rights assess which we a need for services other than homemaking my HMNS Caseworker lebys me to access them as a service other than homemaking my HMNS Caseworker lebys me to access them are a read for services other than homemaking my HMNS Caseworker lebys me to access them are a new formation of the enough and the page of the enough of the e	a)	213	138	13	2	3	3	11
In the HMNS Caseworker tasks performed times to the face cases with my HMNS Caseworker tasks performed times to the face cases them to contact my HMNS Caseworker helps me to access them to contact my HMNS Caseworker helps me to access them to contact my HMNS Caseworker helps me to access them to cases them to case the face and to contact my HMNS Caseworker helps me to access them to case the face and to contact my HMNS Caseworker helps me to access them to case the face and to contact my HMNS Caseworker by the face to the arrow of		210	142	11	2	4	2	10
Accordance of the completed on my service needs my homemaker sets between the control of the completed on my service needs my homemaker sets at mutually convenient times to access them a completed on my service needs my homemaker sets and especial or my service needs my homemaker sets in my best interests whether it is in regards to homemaking or other issues and my service needs my homemaker is aware of it. Communication Totals 177 155 159 150		200	148	7	7	9	4	10
Advocacy Yotalia assisted to maintain or improve my level of independence MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MNS Caseworker acts in my best interests whether it is in regards to homemaking or other interests whether it is in regards to homemaking or other interests whether it is in regards to homemaking or other interests whether it is in regards to homemaking or other interests whether it is in regards to receiving services from HMNS MNS Caseworker acts in my best interests whether it is in reg		177	166	1	12	4	20	ກ
Advisormenting Agency schedules homemater visits at mutually convenient times author author Quality of Service Provision Totals author Quality of Service Provision Totals author Aut SATISFACTION Aut SATISFACTION Aut SATISFACTION Aut satisfied with the quality of the care and service Outling to service provision Totals Aut SATISFACTION Aut SATISFACTION Aut SATISFACTION Author a medical content being a minimal times that a medical for the care and service Outling of Service provision Totals Aut SATISFACTION Author a subsettly and the quality of the care and service Outling of the quality of the care and service Outling of the care and service the care and servi		140	179	13	18	e 1	-	28
Contact my HMNS Caseworker by telephone assisted to maintain or improve my level of independence and some of my rights & responsibilities with regards to the care and service Coverall Satisfaction Totals 173	The Homemaking Agency schedules homemaker vis	153	1//	∞ 7	77	0	4 0	23
Aut. SATISFACTION Milks Caseworker by lelephone milks Caseworker by lelephone milks Caseworker by lelephone milks Caseworker by lelephone milks Caseworker and the quality of the care and services milks Caseworker acts in my best interests whether it is in regards to homemaking or other issues milks Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAIN SA Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAIN SA Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAIN SA Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAIN SA Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocacy Totals MAIN SA Caseworker acts in my best interests whether it	II Have a need tot services other triair nomernaking hij minno Caseworker neips n	1,193	1,086	114	63	31	92	122
Advocacy Totals Articles with the quality of the care and service Processing Services from the quality of the care and service Processing Services from HMNS Caseworker by telephone with regards to receiving services from HMNS Caseworker by telephone contacting my HMNS Caseworker and the states of the states of the service needs my homemaker is aware of it. 163								
Ann Coaseworker prioring my HMNS Caseworker regarding my homemaking services to feel comfortable contacting my HMNS Caseworker processes and service and service media my service needs my homemaking services to find pendence megading my service needs my homemaking services to find the communication Totals (178 178 178 178 178 178 179 177 178 179 179 170 170 170 170 170 170 170 170 170 170	Com	164	167	73	4	ď	٣	23
158 156 157 158 156 159		103	160	30	25	10	18	27
1		133	165	27	1	3	16	27
Advocacy Totals in my best interests whether it is in regards to homemaking or other issues Advocacy Totals with respect by my Homemaking home		168	162	11	3	3	10	25
astisfied that my questions and concerns are answered and/or followed up a change in my service needs my homemaker is aware of it a change in my service needs my homemaker is aware of it a change in my service needs my homemaker is aware of it a change in my service needs my homemaker is aware of it is in regards to homemaking or other issues Advocacy Totals Advocacy Totals 144 151 22 11 2 15 145 149 15 22 11 2 15 156 149 7 1 1 2 15 157 149 16 9 2 17 158 149 16 9 2 17 159 15 149 16 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		156	162	16	5	3	14	26
And Caseworker acts in my best interests whether it is in regards to homemaking or other issues Anocaecy Totals Life MNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Advocaecy Totals Life HANS Caseworker acts in my best interests whether it is in regards to homemaking or other issues Anocaecy Totals Anocaec		135	176	21	10	4	12	24
Mark Caseworker acts in my best interests whether it is in regards to homemaking or other issues	After a change in my service needs my homemaker is aware of it	112	163	32	0	e 2	31	32
Advocacy Totals Life encouraged and assisted to maintain or improve my level of independence treated with respect by my HMNS Caseworker and the spect by my HMNS caseworker treated with respect by my HMNS caseworker direcommend HMNS to others requiring homemaking assistance aware of my rights & responsibilities with regards to receiving services from HMNS ALL SATISFACTION TOTALS ALL SATISFACTION Percent of Answers 40.4% 42.1% 4.5% 2.3% 1.0% 2.9% 6	Communication Totals	971	1,155	159	/9	1.0	/01	184
ted to maintain or improve my level of independence The determination of mintain or improve my level of independence The determination of mintain or improve my level of independence The determination of my HMNS Caseworker The my HMNS The my H	4. Advocacy	;		6			L	10
ted to maintain or improve my level of independence my HMNS Caseworker my HMNS Casew	My HIMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	144	10	77	- 7	7 0	0 4	10
ted to maintain or improve my level of independence r my HMNS Caseworker r my HMNS Cas	Advocacy Totals	44	101	77		4	2	5
Totality of the care and service Overall Satisfaction Totals Totality of the care and service Totality of the care and service Overall Satisfaction Totals Totality of Management of Answers Totality of Management of Answe	5. Quality of Life 2) I am anonymond and assisted to maintain or improve my level of independence	ά,	184	19	σ	6	17	36
The quality of the care and service 151 143 9 6 3 7 166 136 10 3 1 6 166 136 10 3 1 6 178 143 16 7 1 5 178 143 16 7 1 1 5 178 143 16 7 1 1 3 3 189 190 190 190 189 190 190 190 189 190 190 180 190 190		185	149	2	0 -	1 -		37
Tot the quality of the care and service Totals 4:163	_	151	143	6	9	3	7	63
to others requiring homemaking assistance esponsibilities with regards to receiving services from HMNS Quality of Live Totals 155 165 11 10 1 3 3 40	am treated with respect by my Homemaker	166	136	10	3	-	9	09
155 165 11 10 1 3		178	143	16	7	-	2	32
Quality of Live Totals 953 920 69 36 96 40 he quality of the care and service 0 Voerall Satisfaction Totals 177 159 11 3 2 2 TOTALS 4,163 4,38 467 235 104 303 Percent of Answers 40.4% 42.1% 4.5% 2.3% 1.0% 2.9% 6		155	165	11	10	-	3	37
ne quality of the care and service Overall Satisfaction Totals 177 159 11 3 2 2 TOTALS 4,163 4,338 467 235 104 303 Percent of Answers 40,4% 42.1% 4.5% 2.3% 1.0% 2.9% 6	Quality of Live Totals	953	920	69	36	6	40	265
Overall 1 am satisfied with the quality of the care and service Overall Satisfaction Totals 1/7 159 11 3 2 3 2 2 3 2 2 2 3 2 2 3 2 2 3 2 2 2 3 2 2 2 3 2 2 3 2 2 2 3 2 2 3 2 2 3 3 2 3 2 3 3 2 3 3 2 3		į		;		c	c	C
4,163 4,338 467 235 104 303 40,4% 42.1% 4.5% 2.3% 1.0% 2.9% 6	Overall I am saustied with the quality of the care and service	177	159	11	° 60	2	7 7	28
40.4% 42.1% 4.5% 2.3% 1.0% 2.9%	TOTALS		4,338	467	235	104	303	703
	Percent of Answers		42.1%	4.5%	2.3%	1.0%	7:0%	%8.9

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

Homemaking	and	Murcoe	Sarvicae

Distribution Period: Fourth Quarter 2007

Number of questionnaires issued: 530

Number of questionnaires returned: 75

Number of questionnaires returned: 75								
Percentage of questionnaires returned: 14.15%								
YOUR SATISFACTION	Strongly	Agree	No	Disagree	Strongly	N/A	No	
WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		Answer	
1. Participation								
a) I am provided with opportunities to participate in the development of my						220		
plan of service.	18	34	7	4		9	3	
b) Homemakers and Nurses Services (HMNS) provides sufficient	45			_		_		
opportunities for me to influence decisions related to my care. c) I feel comfortable expressing my opinions and feelings about the	15	36	9	5		1	3	
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 43	23 27	3	1	2	1	3	
b) Homemakers respect my personal and physical privacy. c) When my Toronto (HMNS) Caseworker schedules a visit it is at my	43	21	1		2	- '	1	
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. f) The Homemaking Agency schedules homemakers visits at mutually	24	32	4	6	1	1	7	
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 16	34 31	4 10	1 8	1	1	5	
b) My Toronto (HMNS) Caseworker phones me often enough. 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 comfort-								
able contacting my Toronto (HMNS) Caseworker. f) I am satisfied that my questions and concerns are answered and /or	25	35	3	2		4	6	
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	7]	3	8	
								20 A
5.0 -114 - 41 14-	1 1							
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 c) I would recommend Homemaking and Nurses Services to others	31	25	2	1		5	11	
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	8
YOUR OVERALL SATISFACTION			¥					
a) Overall, I am satisfied with the quality of the care and service.	29	33	2	1	1	1	8	
a, a sample and additional train and quality of the cure unit delivere.								
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						. 8	
Percentage of questionnaires returned: 14.15% YOUR SATISFACTION	Strongly	Agree	No	Disagree	Strongly	N/A	No
WITH OUR CARE & SERVICES	Agree	Agree	Opinion	Disagree	Disagree	N/A	Answer
1. Participation	Agico		Opinion		Diougice	Т Т	Allower
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. c) I feel comfortable expressing my opinions and feelings about the	20%	48%	12%	7%	0%	9%	4%
services I receive.	39%	48%	4%	4%	0%	. 0%	5%
d) I feel comfortable sharing with my (HMNS) Caseworker the required						0%	
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% 8.0%	4%	1.6%	3% 5.6%	3%
Participation Totals	31.2%	45.9%	0.0%	4.3%	1.0%	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	53%	31%	5%	4%	3%	1%	3%
convenience. d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks	3376	3170	370	470	370	170	370
performed by the homemaker are those I expected.	43%	44%	4%	4%	1%	1%	3%
e) The tasks are completed to my satisfaction. f) The Homemaking Agency schedules homemakers visits at mutually	32%	43%	5%	8%	1%	1%	9%
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				Ι	T 1		
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% 3%	1% 0%	7% 3%	7% 7%
d) When I call HMNS I am treated with courtesy and respect. e) If I have a concern regarding my homemaking services I feel comfort-	41%	41%	5%	370	070	370	170
able 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	33%	41%	. 7%	5%	1%	4%	8%
followed up. 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	39%	33%	8%	4%	1%	4%	11%
in regards to homemaking issues or other issues. Advocacy Total		33.3%	8.0%	4.0%	1.3%	4.0%	10.7%
Autobady romi	00.1 70	00.070	0.070	11070		,	
5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of	27%	47%	5%	3%	0%	8%	11%
independence b) I am treated with respect by my:	2170	4170	370	370	078	0 70	1170
Toronto (HMNS) Caseworker	47%	37%	4%	0%	0%	0%	12%
Homemaking Agency	40%	28%	4%			9%	13%
Homemaker c) I would recommend Homemaking and Nurses Services to others	41%	33%	3%	1%	0%	7%	15%
requiring homemaking assistance.	37%	39%	7%	3%	0%	1%	13%
d) I am aware of my rights and responsibilities with regards to receiving							4004
services from Homemakers and Nurses Services. Quality of Life Total	29%	49% 38.9%	4.7%	-		0% 4.2%	16% 13.3%
Quality of Life Total	36.9%	30.976	4.170	1.076	0.276	4.2 /0	13.3 /6
YOUR OVERALL SATISFACTION				1	100		430.
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%

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?