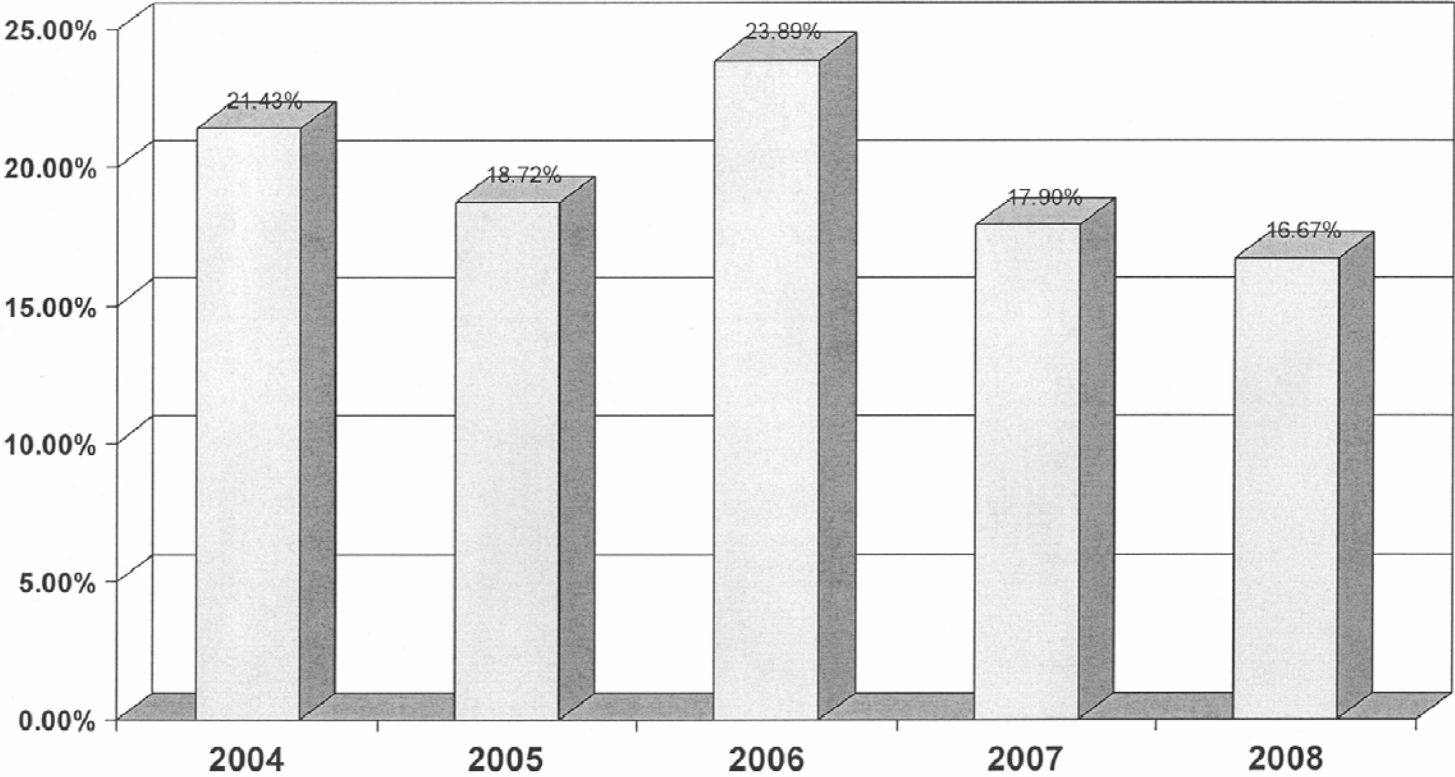


Homemakers & Nurses Services  
“Your Opinion Counts” Survey

January 1 to March 31, 2008

# Homemakers & Nurses Services “Your Opinion Counts” Survey

Response Rates  
January 1 to March 31, 2008



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

<b>January 1 to March 31, 2008</b>	
Number of questionnaires issued:	624
Number of questionnaires returned:	104
<b>Percentage of questionnaires returned:</b>	<b>16.67%</b>

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation</b>							
a) I'm provided with opportunities to participate in the development of my plan of service	27	44	6	4	3	13	7
b) HMNS provides me sufficient opportunities to influence decisions related to my care	31	47	5	3	5	8	5
c) I feel comfortable expressing my opinions & feelings about the services I receive	44	45	4	2	3	3	3
d) I feel comfortable sharing with my Caseworker details of my financial & health information	36	46	6	4	2	7	3
e) I know whom to approach when I have a problem or concern	37	48	4	4	3	4	4
<b>Participation Totals</b>	<b>175</b>	<b>230</b>	<b>25</b>	<b>17</b>	<b>16</b>	<b>35</b>	<b>22</b>
<b>2. Quality of Service Provision</b>							
a) Care is provided in a kind, friendly & gentle manner	59	38	0	3	1	1	2
b) Homemakers respect my personal and physical privacy	54	43	1	1	2	1	2
c) When my HMNS Caseworker schedules a visit it is at my convenience	50	45	2	2	1	2	2
d) After discussing tasks with my HMNS Caseworker tasks performed by the homemaker are those I expected	44	47	3	4	2	3	1
e) The tasks are completed to my satisfaction	42	43	7	4	1	0	7
f) The Homemaking Agency schedules homemaker visits at mutually convenient times	46	48	2	1	1	0	6
g) If I have a need for services other than homemaking my HMNS Caseworker helps me to access them	25	34	15	5	6	12	7
<b>Quality of Service Provision Totals</b>	<b>320</b>	<b>298</b>	<b>30</b>	<b>20</b>	<b>14</b>	<b>19</b>	<b>27</b>
<b>3. Communication</b>							
a) I am able to contact my HMNS Caseworker by telephone	42	46	2	3	2	2	7
b) My HMNS Caseworker phones me often enough	38	34	13	8	2	0	9
c) My calls to my HMNS Caseworker are returned promptly	41	44	4	4	1	5	5
d) When I call HMNS I am treated with courtesy and respect	49	40	2	4	1	3	5
e) If I have a concern regarding my homemaking services I feel comfortable contacting my HMNS Caseworker	42	45	4	1	2	4	6
f) I am satisfied that my questions and concerns are answered and/or followed up	42	46	3	1	2	3	7
g) After a change in my service needs my homemaker is aware of it	30	36	16	4	1	9	8
<b>Communication Totals</b>	<b>284</b>	<b>291</b>	<b>44</b>	<b>25</b>	<b>11</b>	<b>26</b>	<b>47</b>
<b>4. Advocacy</b>							
a) My HMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	39	36	7	4	2	4	12
<b>Advocacy Totals</b>	<b>39</b>	<b>36</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>12</b>
<b>5. Quality of Life</b>							
a) I am encouraged and assisted to maintain or improve my level of independence	34	40	9	5	1	10	5
b) I am treated with respect by my HMNS Caseworker	45	43	2	1	1	6	6
I am treated with respect by my Homemaking Agency	39	40	3	1	1	1	19
I am treated with respect by my Homemaker	44	39	3	1	2	1	14
c) I would recommend HMNS to others requiring homemaking assistance	44	43	4	2	1	2	8
d) I am aware of my rights & responsibilities with regards to receiving services from HMNS	38	51	3	1	1	3	7
<b>Quality of Live Totals</b>	<b>244</b>	<b>256</b>	<b>24</b>	<b>11</b>	<b>7</b>	<b>23</b>	<b>59</b>
<b>YOUR OVERALL SATISFACTION</b>							
a) Overall I am satisfied with the quality of the care and service	45	40	4	2	2	0	11
<b>Overall Satisfaction Totals</b>	<b>45</b>	<b>40</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>11</b>
<b>TOTALS</b>	<b>1,107</b>	<b>1,151</b>	<b>134</b>	<b>79</b>	<b>52</b>	<b>107</b>	<b>178</b>
<b>Percent of Answers</b>	<b>39.4%</b>	<b>41.0%</b>	<b>4.8%</b>	<b>2.8%</b>	<b>1.9%</b>	<b>3.8%</b>	<b>6.3%</b>

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

<b>Homemaking and Nurses Services</b>
Distribution Period: First Quarter 2008
Number of questionnaires issued: 624
Number of questionnaires returned: 104
Percentage of questionnaires returned: 16.66%

<b>YOUR SATISFACTION WITH OUR CARE &amp; SERVICES</b>	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation</b>							
a) I am provided with opportunities to participate in the development of my plan of service.	27	44	6	4	3	13	7
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	31	47	5	3	5	8	5
c) I feel comfortable expressing my opinions and feelings about the services I receive.	44	45	4	2	3	3	3
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	36	46	6	4	2	7	3
e) I know whom to approach when I have a problem or concern.	37	48	4	4	3	4	4
<b>Participation Totals</b>	<b>175</b>	<b>230</b>	<b>25</b>	<b>17</b>	<b>16</b>	<b>35</b>	<b>22</b>
<b>2. Quality of Service Provision</b>							
a) Care is provided in a kind, friendly, and gentle manner.	59	38		3	1	1	2
b) Homemakers respect my personal and physical privacy.	54	43	1	1	2	1	2
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	50	45	2	2	1	2	2
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	44	47	3	4	2	3	1
e) The tasks are completed to my satisfaction.	42	43	7	4	1		7
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	46	48	2	1	1		6
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	25	34	15	5	6	12	7
<b>Quality of Service Provision Total</b>	<b>320</b>	<b>298</b>	<b>30</b>	<b>20</b>	<b>14</b>	<b>19</b>	<b>27</b>
<b>3. Communication</b>							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	42	46	2	3	2	2	7
b) My Toronto (HMNS) Caseworker phones me often enough.	38	34	13	8	2		9
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	41	44	4	4	1	5	5
d) When I call HMNS I am treated with courtesy and respect.	49	40	2	4	1	3	5
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	42	45	4	1	2	4	6
f) I am satisfied that my questions and concerns are answered and /or followed up.	42	46	3	1	2	3	7
g) After a change in my service needs my homemaker is aware of it	30	36	16	4	1	9	8
<b>Communication Total</b>	<b>284</b>	<b>291</b>	<b>44</b>	<b>25</b>	<b>11</b>	<b>26</b>	<b>47</b>
<b>4. Advocacy</b>							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	39	36	7	4	2	4	12
<b>Advocacy Total</b>	<b>39</b>	<b>36</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>12</b>
<b>5. Quality of Life</b>							
a) I am encouraged and assisted to maintain or improve my level of independence	34	40	9	5	1	10	5
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	45	43	2	1	1	6	6
Homemaking Agency	39	40	3	1	1	1	19
Homemaker	44	39	3	1	2	1	14
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	44	43	4	2	1	2	8
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	38	51	3	1	1	3	7
<b>Quality of Life Total</b>	<b>244</b>	<b>256</b>	<b>24</b>	<b>11</b>	<b>7</b>	<b>23</b>	<b>59</b>
<b>YOUR OVERALL SATISFACTION</b>							
a) Overall, I am satisfied with the quality of the care and service.	45	40	4	2	2		11
<b>Overall Satisfaction Total</b>	<b>45</b>	<b>40</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>11</b>
<b>TOTALS</b>	<b>1,107</b>	<b>1,151</b>	<b>134</b>	<b>79</b>	<b>52</b>	<b>107</b>	<b>178</b>
<b>Percent of Answers</b>	<b>39.4%</b>	<b>41.0%</b>	<b>4.8%</b>	<b>2.8%</b>	<b>1.9%</b>	<b>3.8%</b>	<b>6.3%</b>

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

<b>Homemaking and Nurses Services</b>
Distribution Period: First Quarter 2008
Number of questionnaires issued: 624
Number of questionnaires returned: 104
Percentage of questionnaires returned: 16.66%

**YOUR SATISFACTION  
WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation</b>							
a) I am provided with opportunities to participate in the development of my plan of service.	26%	42%	6%	4%	3%	13%	7%
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	30%	45%	5%	3%	5%	8%	5%
c) I feel comfortable expressing my opinions and feelings about the services I receive.	42%	43%	4%	2%	3%	3%	3%
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	35%	44%	6%	4%	2%	7%	3%
e) I know whom to approach when I have a problem or concern.	36%	46%	4%	4%	3%	4%	4%
<b>Participation Totals</b>	<b>33.7%</b>	<b>44.2%</b>	<b>4.8%</b>	<b>3.3%</b>	<b>3.1%</b>	<b>6.7%</b>	<b>4.2%</b>

<b>2. Quality of Service Provision</b>							
a) Care is provided in a kind, friendly, and gentle manner.	57%	37%	0%	3%	1%	1%	2%
b) Homemakers respect my personal and physical privacy.	52%	41%	1%	1%	2%	1%	2%
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	48%	43%	2%	2%	1%	2%	2%
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	42%	45%	3%	4%	2%	3%	1%
e) The tasks are completed to my satisfaction.	40%	41%	7%	4%	1%	0%	7%
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	44%	46%	2%	1%	1%	0%	6%
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	24%	33%	14%	5%	6%	12%	7%
<b>Quality of Service Provision Total</b>	<b>44.0%</b>	<b>40.9%</b>	<b>4.1%</b>	<b>2.7%</b>	<b>1.9%</b>	<b>2.6%</b>	<b>3.7%</b>

<b>3. Communication</b>							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	40%	44%	2%	3%	2%	2%	7%
b) My Toronto (HMNS) Caseworker phones me often enough.	37%	33%	13%	8%	2%	0%	9%
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	39%	42%	4%	4%	1%	5%	5%
d) When I call HMNS I am treated with courtesy and respect.	47%	38%	2%	4%	1%	3%	5%
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	40%	43%	4%	1%	2%	4%	6%
f) I am satisfied that my questions and concerns are answered and /or followed up.	40%	44%	3%	1%	2%	3%	7%
g) After a change in my service needs my homemaker is aware of it	29%	35%	15%	4%	1%	9%	8%
<b>Communication Total</b>	<b>39.0%</b>	<b>40.0%</b>	<b>6.0%</b>	<b>3.4%</b>	<b>1.5%</b>	<b>3.6%</b>	<b>6.5%</b>

<b>4. Advocacy</b>							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	38%	35%	7%	4%	2%	4%	12%
<b>Advocacy Total</b>	<b>37.5%</b>	<b>34.6%</b>	<b>6.7%</b>	<b>3.8%</b>	<b>1.9%</b>	<b>3.8%</b>	<b>11.5%</b>

<b>5. Quality of Life</b>							
a) I am encouraged and assisted to maintain or improve my level of independence	33%	38%	9%	5%	1%	10%	5%
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	43%	41%	2%	1%	1%	6%	6%
Homemaking Agency	38%	38%	3%	1%	1%	1%	18%
Homemaker	42%	38%	3%	1%	2%	1%	13%
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	42%	41%	4%	2%	1%	2%	8%
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	37%	49%	3%	1%	1%	3%	7%
<b>Quality of Life Total</b>	<b>39.1%</b>	<b>41.0%</b>	<b>3.8%</b>	<b>1.8%</b>	<b>1.1%</b>	<b>3.7%</b>	<b>9.5%</b>

**YOUR OVERALL SATISFACTION**

a) Overall, I am satisfied with the quality of the care and service.	43%	38%	4%	2%	2%	0%	11%
<b>Overall Satisfaction Total</b>	<b>43.3%</b>	<b>38.5%</b>	<b>3.8%</b>	<b>1.9%</b>	<b>1.9%</b>	<b>0.0%</b>	<b>10.6%</b>
<b>Percentage of Total Answers</b>	<b>39.4%</b>	<b>41.0%</b>	<b>4.8%</b>	<b>2.8%</b>	<b>1.9%</b>	<b>3.8%</b>	<b>6.3%</b>

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 1st Quarter 2008**

**YOUR SATISFACTION WITH OUR CARE AND SERVICES**

1. Participation

Client satisfaction has never been invited, this needs to be implemented and action taken  
I received no service since last year and during that period the service time needs to be improved. The time is too short  
I humbly submit that the service needs one or half hour more  
I feel comfortable with them  
I feel quite comfortable with the service  
I am completely satisfied with my care  
Takes long for worker orders  
The homemakers and nurses are very helpful. I am quite happy with them  
I am satisfied with my homecare  
The services I get have made my daily life as a god send. I am very pleased at all you do for me  
At this point everything is fine  
Due to the language difference, It feels difficult to communicate  
I am very satisfied with my caseworker and homemaker  
Try to take the clients feelings into consideration, threats do not work  
I am very satisfied with the services provided  
I will call my caseworker  
I would like someone to clean the oven, stove and refrigerator  
I am happy but need a little help in changing my bedding and making my bed

2. Quality of Service Provision

Workers are not given enough time to deliver satisfactory service  
I am satisfied with my homecare  
All my homemakers have been exceptional  
I find everything to my satisfaction. I am pleased with the care that I receive

3. Communication

Communication is not good enough. Offices need to spend more time at their desks for quicker action to clients  
My caseworker is a good communicator and has good PR skills  
The caseworkers are always around when I need them  
I always feel comfortable in contacting my care worker when needed. That I am always treated with respect

4. Advocacy

Caseworker needs to be more patient and courteous and spending more time with clients in order to determine the real causes for complaints  
I feel that my caseworker is constantly looking after my best interests  
Totally satisfied  
I am suffering from severe lower back problems. I need help to clean my refrigerator at lease once a month  
I am very happy here

5. Quality of Life

I will appreciate receiving information with regards to my rights and responsibilities in receiving services  
There is a lot of privacy  
Having a homemaker has given me the opportunity to give me a bit more independence  
I would like to respect each other  
My quality of life has been better since I have been provided with Homemaker service and I appreciate it a lot  
Also when my friends drop in to see me I am comfortable to let them in  
I have been trying to improve my independence but as I am 80 years old and a sick man I have been trying to do my daily work

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 1st Quarter 2008**

**YOUR OVERALL SATISFACTION**

What is most important to you about care & service?

Someone who understands me and will help me when I am not well  
Respect and that the work is completed to my satisfaction  
More time for service  
Everyone I have met seems genuinely concerned  
The care and service helps me stay independent  
The services help me stay independent  
Everything is okay  
Taking care of my well being  
The respect and friendly care I get from the caseworkers and homemakers  
Convenient times  
Only cleaning my apartment such as the bathroom is all I need and ask for, but this could change as I grow older  
Respect for my private life  
Maintaining the quality of service and respect  
Dedication for work  
To maintain quality of service  
Cleanliness  
To my satisfaction  
To be on time and do whatever work is assigned  
The worker respects my needs and rights to improve my level of independence  
Washing and vacuuming the floors  
Having respect for my care  
Cleaning, laundry, shopping, respect and personal space  
That my personal information stay private  
Fast response to my needs  
I am satisfied  
Cleaning my house  
Someone is here to assist, this makes it less tiresome  
Respect, punctuality and responsibility  
The services are indeed very convenient. I have more home care service. I have few medical problems which  
I thank you very much in helping me out  
They care and it shows  
Getting out of bed and getting ready for the day ahead  
The respect I get from all personnel involved with my care  
That the services are provided in a kind and friendly manner  
Everything is very important to me  
The homemaker is good at keeping my home clean  
That the service is reliable and available upon request  
Being able to live in a clean, free environment which makes me feel good about myself  
Compatibility, mutual respect, reciprocal courtesy  
Request a Chinese speaking worker  
Friendly associates  
Hospitality  
Having my laundry taken care of. Vacuuming and all the rest of the light housekeeping my homemaker does  
Helping me with my needs and are kind  
That my needs are met  
Efficiency and courtesy  
Attention and respect  
Vacuum and cleans the tub  
I like the help from your services  
Independence  
That the duties are all done and the shopping as asked. If there is 15min left there is still something that can be done,  
and not just run out  
I feel very content with my life due to the services. I feel happy to see my place clean and my laundry is done

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 1st Quarter 2008**

That the cleaning lady does her job without breaking anything or displace things  
I am pleased with the service  
Do not change the homemakers  
Respect, quality and trust  
The feeling of satisfaction because some of the difficult tasks which I cannot handle are looked after  
Prompt response to call for help

Please advise where we exceeded your expectations:

The homemaker sent out to assist me goes the "extra mile" to help  
When I have concerns my care manager answers and does something about it promptly  
Nothing more can be done, everything is fine  
That I can have a clean environment to live in  
I am extremely content with the services provided. I am treated with courtesy and respect. Support is always available when needed  
Friendliness and thoughtfulness  
Everything is just fine  
Your homemaker is very polite and kind. She does a very good  
When you give respect, you get respect  
Always helping there to help me when needed  
My homemaker is praiseworthy  
I don't feel that you exceeded my expectations. The service that you provide meets the required services  
Choice of my current homemaker  
Advice when I asked questions and always willing to listen  
Do not reduce social worker hours  
I expect that you clean my apartment better  
Care and attention from the homemaker  
That there is some help out there and some people do care  
The homemaker not only cleans but tries to help me emotionally  
The apartment is fairly cleaned most of the times  
Giving me extra help  
Well done  
The worker is very pleasant

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

To improve my health, to be more stable  
I would like to have a homemaker once a week instead of once every two weeks  
More time given. Set up a system which will make it easier to reinstate services after having being away from home  
Eventually I will need help bathing  
To get more hours of service  
I am satisfied with what I get  
Update training continuously  
Continue the helpful service which I enjoy  
To wash and clean the doors  
Increase monthly allowance  
Some physical help  
I am very happy with service I am getting  
Easy access to clean the windows  
More heavy duty cleaning  
To have 24hr telephone service when questions or concerns could be answered. Often when I call the office  
is closed and I am on hold for over 1hr  
I thank you for asking, I try to eat right and I try to work out and walk everyday in the hallway  
At my age and with my health condition, I cannot with more than what I am getting  
All satisfactory  
A Chinese worker understands my needs  
Better transportation, walker is up to standards



**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 1st Quarter 2008**

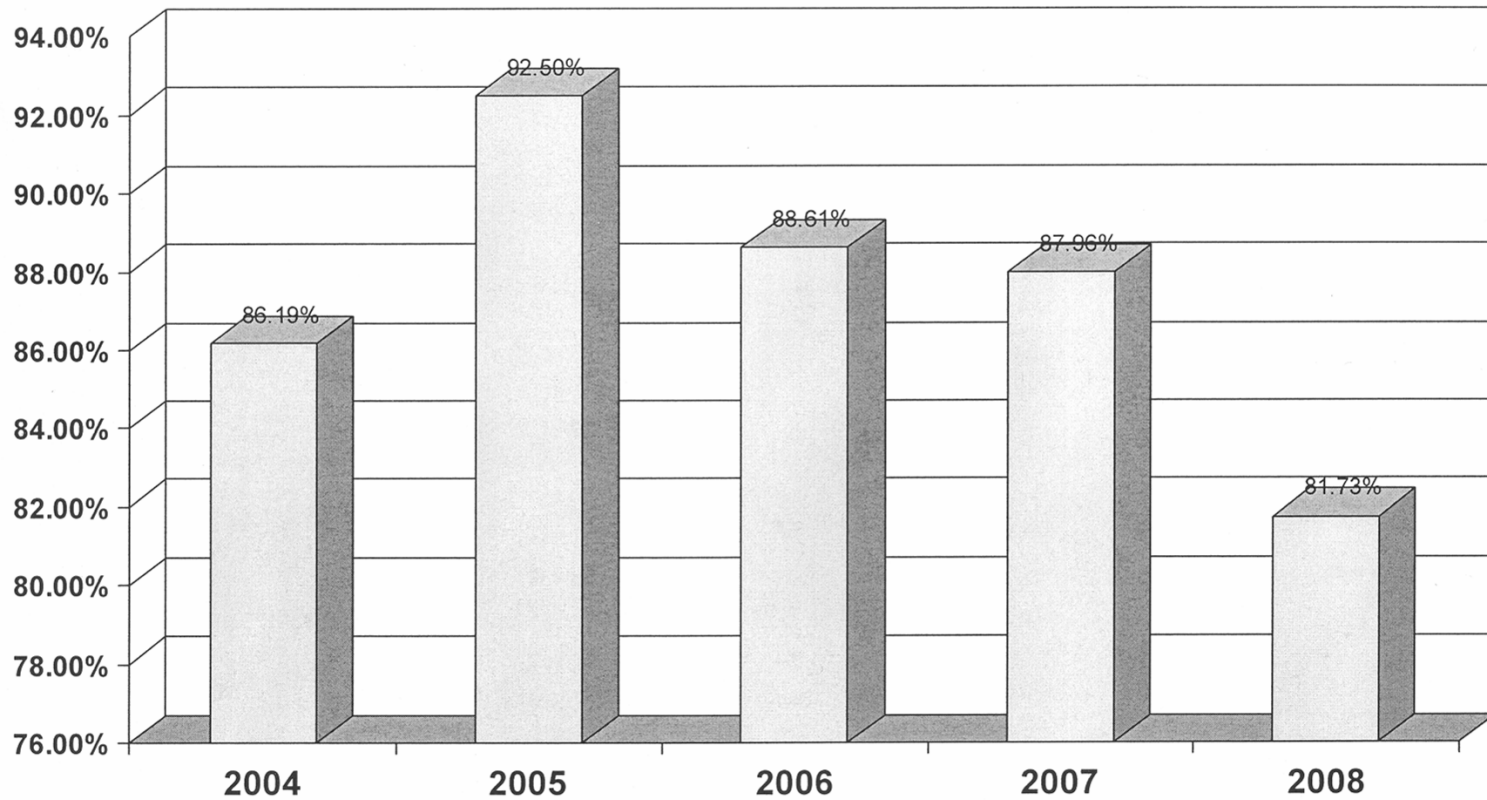
Your continued services  
Everything is great  
I am satisfied with everything  
Clean the bathroom and vacuum  
That you do a better job at cleaning my apartment  
That I would not have to go after the worker left and clean the things that were not done and I have to go over it again even though I asked about it  
Provide a little more time to my homemaker to help me with the cleaning of the fridge  
Lots more money for everything  
Is it possible to find me an apartment with an elevator on the same floor and get my room painted  
Provide the homemakers with extra slippers/shoes to wear in my home  
Offer more support services  
The toilet seat handles need to be fixed

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

Thank you so much for your efforts and services  
Please review the policy regarding allowing the services to begin immediately after being away from home  
I like the fast motion  
Your services help to keep Canada the best in the world  
Thank you for all your help  
I would like to thank everyone for the help I am getting which allows me to live independently and decently  
I am very grateful to you for your wonderful service  
I am satisfied  
Everything is to my satisfaction  
Try being somewhat more humane. Try imagining what it might be like to be in your clients shoes  
That the homemaker check the work list of what to do for me and take the time to do it right  
I am interested in an electric chair, but cannot seem to get one.

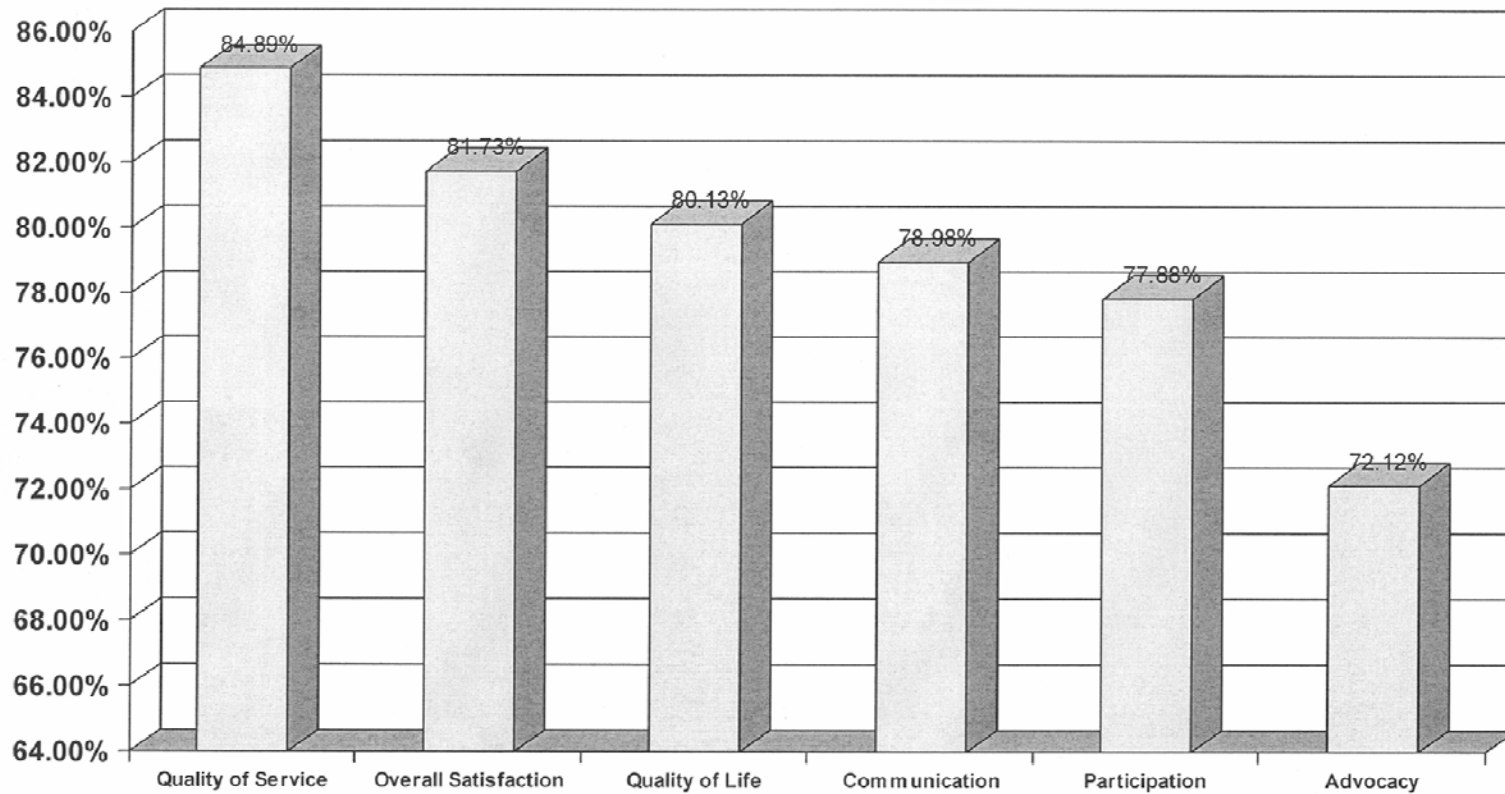
# Homemakers & Nurses Services “Your Opinion Counts” Survey

Overall Satisfaction  
January 1 to March 31, 2008



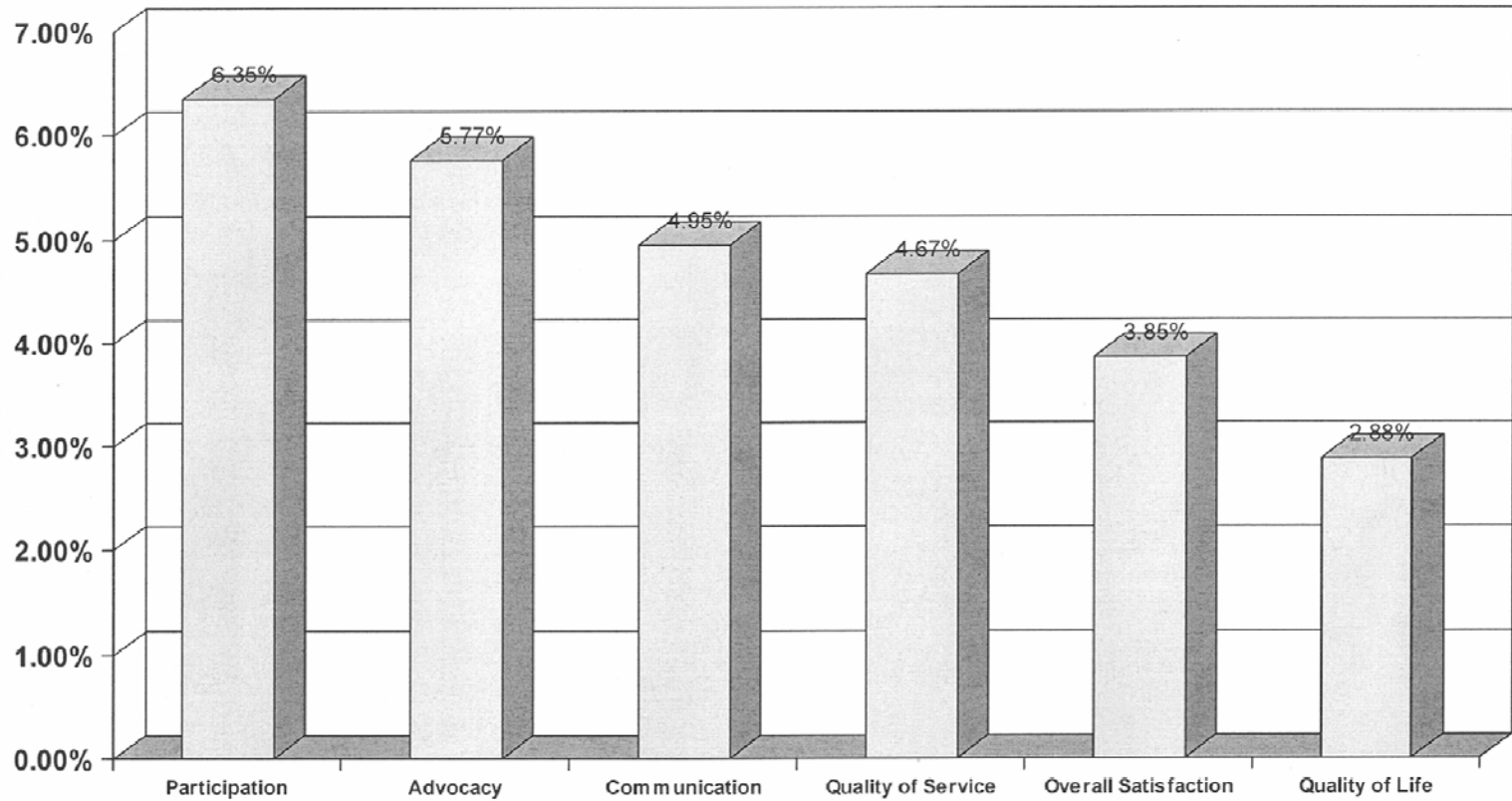
# Homemakers & Nurses Services “Your Opinion Counts” Survey

Strongly Agree & Agree Responses Ranked  
January 1 to March 31, 2008



# Homemakers & Nurses Services "Your Opinion Counts" Survey

Strongly Disagree & Disagree Responses Ranked  
January 1 to March 31, 2008



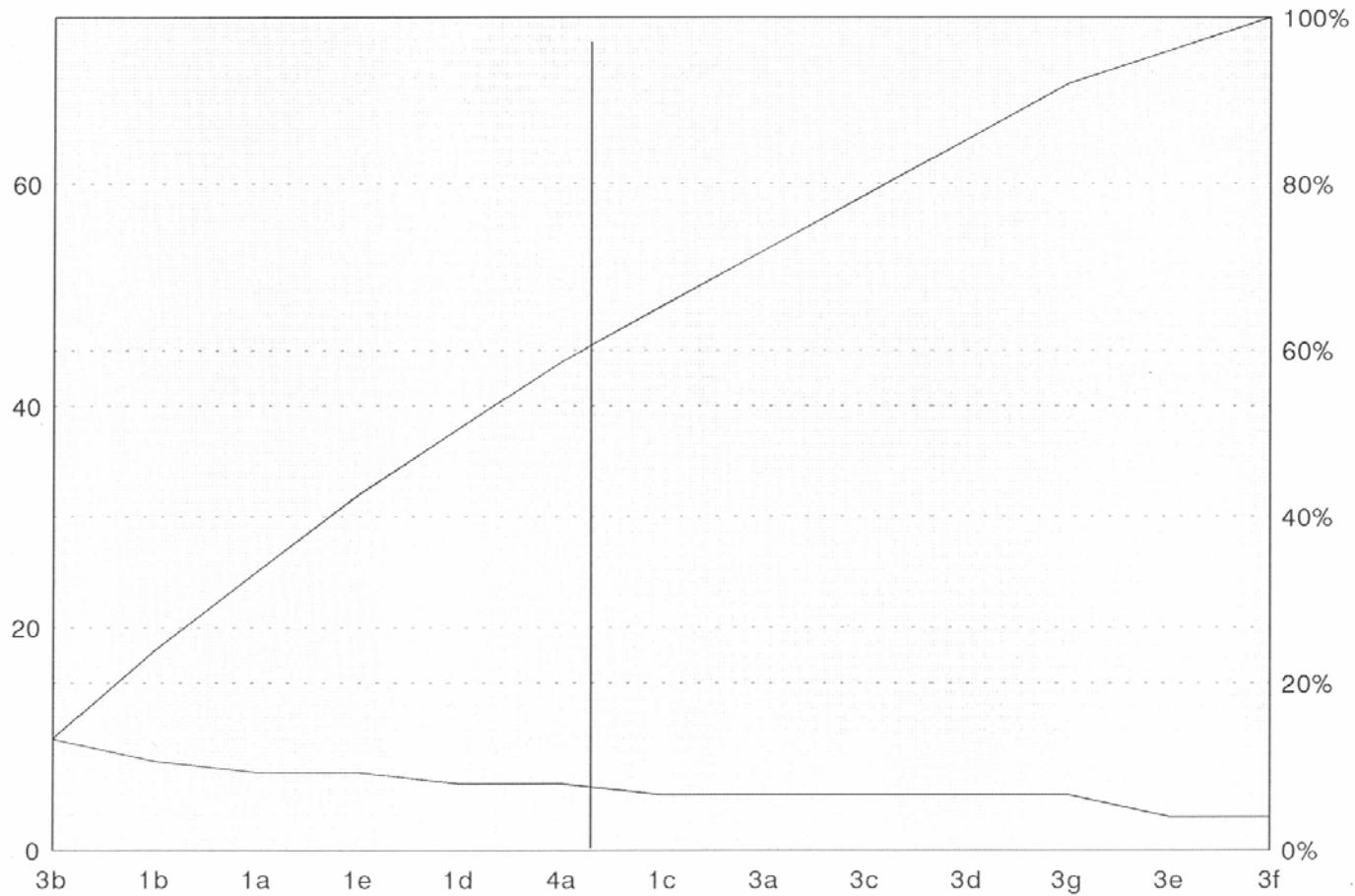
YOUR OPINION COUNTS' - January 1 to March 31, 2008

RESIDENT Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
3 b	10	13.33%	13.33%
1 b	8	10.67%	24.00%
1 a	7	9.33%	33.33%
1 e	7	9.33%	42.67%
1 d	6	8.00%	50.67%
4 a	6	8.00%	58.67%
1 c	5	6.67%	65.33%
3 a	5	6.67%	72.00%
3 c	5	6.67%	78.67%
3 d	5	6.67%	85.33%
3 g	5	6.67%	92.00%
3 e	3	4.00%	96.00%
3 f	3	4.00%	100.00%
<b>Total</b>	<b>75</b>		

Client Disagree Responses in Order to 60%	
3 b	My Caseworker phones me often enough
1 b	HMNS provides me sufficient opportunities to influence decisions related to my care
1 a	I'm provided with opportunities to participate in the development of my plan of service
1 e	I know whom to approach when I have a problem or concern
1 d	I feel comfortable sharing with my Caseworker details of my finances and health
4 a	My Caseworker acts in my best interests
1 c	I feel comfortable expressing my opinions & feelings about the services I receive

# "YOUR OPINION COUNTS" Homemakers & Nurses Services Client Dissatisfaction

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January 1 to March 31, 2008