

Homemakers & Nurses Services  
“Your Opinion Counts” Survey

January 1 to June 30, 2008

**YOUR OPINION COUNTS - Homemaking and Nursing Services**

**Analysis Of Total Returns**

**Homemaking and Nurses Services**

Distribution Period: Second Quarter 2008  
 Number of questionnaires issued: 636  
 Number of questionnaires returned: 106  
 Percentage of questionnaires returned: 16.67%

<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.		45	41	5	3		8	4
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.		43	36	9	3	1	6	8
c) I feel comfortable expressing my opinions and feelings about the services I receive.		46	49	3	4		1	3
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.		50	39	2	5	1	6	3
e) I know whom to approach when I have a problem or concern.		46	43	4	4	1	3	5
<b>Participation Totals</b>		<b>230</b>	<b>208</b>	<b>23</b>	<b>19</b>	<b>3</b>	<b>24</b>	<b>23</b>
<b>2. Quality of Service Provision</b>								
a) Care is provided in a kind, friendly, and gentle manner.		57	43	3	1		1	1
b) Homemakers respect my personal and physical privacy.		57	43	3			1	2
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.		58	36	3	3		2	4
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.		51	42	2	6	1	1	3
e) The tasks are completed to my satisfaction.		41	47	5	5		1	7
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.		49	41	5	3		2	6
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.		39	43	8	1		7	8
<b>Quality of Service Provision Total</b>		<b>352</b>	<b>295</b>	<b>29</b>	<b>19</b>	<b>1</b>	<b>15</b>	<b>31</b>
<b>3. Communication</b>								
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.		47	43	6	4		2	4
b) My Toronto (HMNS) Caseworker phones me often enough.		32	49	8	6	1	5	5
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.		43	40	9	4	1	2	7
d) When I call HMNS I am treated with courtesy and respect.		50	42	3	4		3	4
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.		45	47	5	1	1	2	5
f) I am satisfied that my questions and concerns are answered and /or followed up.		42	49	7	1		2	5
g) After a change in my service needs my homemaker is aware of it		36	50	7	1		6	6
<b>Communication Total</b>		<b>295</b>	<b>320</b>	<b>45</b>	<b>21</b>	<b>3</b>	<b>22</b>	<b>36</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.		46	42	7	3		3	5
<b>Advocacy Total</b>		<b>46</b>	<b>42</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>5</b>
<b>5. Quality of Life</b>								
a) I am encouraged and assisted to maintain or improve my level of independence		43	44	7	3		5	4
b) I am treated with respect by my:								
Toronto (HMNS) Caseworker		57	33	2	1		2	11
Homemaking Agency		47	37	3	2		2	15
Homemaker		48	35	3	3		3	14
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.		53	38	2	3		1	9
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.		49	44	2	2		1	8
<b>Quality of Life Total</b>		<b>297</b>	<b>231</b>	<b>19</b>	<b>14</b>	<b>0</b>	<b>14</b>	<b>61</b>
<b>YOUR OVERALL SATISFACTION</b>								
a) Overall, I am satisfied with the quality of the care and service.		46	55	1	2		1	1
<b>Overall Satisfaction Total</b>		<b>46</b>	<b>55</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>TOTALS</b>		<b>1,266</b>	<b>1,151</b>	<b>124</b>	<b>78</b>	<b>7</b>	<b>79</b>	<b>157</b>
<b>Percent of Answers</b>		<b>44.2%</b>	<b>40.2%</b>	<b>4.3%</b>	<b>2.7%</b>	<b>0.2%</b>	<b>2.8%</b>	<b>5.5%</b>

**YOUR OPINION COUNTS - Homemaking and Nursing Services**

**Analysis Of Total Returns**

**Homemaking and Nurses Services**

Distribution Period: Second Quarter 2008  
 Number of questionnaires issued: 636  
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**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.	42%	39%	5%	3%	0%	8%	4%
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	41%	34%	8%	3%	1%	6%	8%
c) I feel comfortable expressing my opinions and feelings about the services I receive.	43%	46%	3%	4%	0%	1%	3%
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	47%	37%	2%	5%	1%	6%	3%
e) I know whom to approach when I have a problem or concern.	43%	41%	4%	4%	1%	3%	5%
<b>Participation Totals</b>	<b>43.4%</b>	<b>39.2%</b>	<b>4.3%</b>	<b>3.6%</b>	<b>0.6%</b>	<b>4.5%</b>	<b>4.3%</b>

<b>2. Quality of Service Provision</b>							
a) Care is provided in a kind, friendly, and gentle manner.	54%	41%	3%	1%	0%	1%	1%
b) Homemakers respect my personal and physical privacy.	54%	41%	3%	0%	0%	1%	2%
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	55%	34%	3%	3%	0%	2%	4%
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	48%	40%	2%	6%	1%	1%	3%
e) The tasks are completed to my satisfaction.	39%	44%	5%	5%	0%	1%	7%
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	46%	39%	5%	3%	0%	2%	6%
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	37%	41%	8%	1%	0%	7%	8%
<b>Quality of Service Provision Total</b>	<b>47.4%</b>	<b>39.8%</b>	<b>3.9%</b>	<b>2.6%</b>	<b>0.1%</b>	<b>2.0%</b>	<b>4.2%</b>

<b>3. Communication</b>							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	44%	41%	6%	4%	0%	2%	4%
b) My Toronto (HMNS) Caseworker phones me often enough.	30%	46%	8%	6%	1%	5%	5%
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	41%	38%	8%	4%	1%	2%	7%
d) When I call HMNS I am treated with courtesy and respect.	47%	40%	3%	4%	0%	3%	4%
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	42%	44%	5%	1%	1%	2%	5%
f) I am satisfied that my questions and concerns are answered and /or followed up.	40%	46%	7%	1%	0%	2%	5%
g) After a change in my service needs my homemaker is aware of it	34%	47%	7%	1%	0%	6%	6%
<b>Communication Total</b>	<b>39.8%</b>	<b>43.1%</b>	<b>6.1%</b>	<b>2.8%</b>	<b>0.4%</b>	<b>3.0%</b>	<b>4.9%</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.	43%	40%	7%	3%	0%	3%	5%
<b>Advocacy Total</b>	<b>43.4%</b>	<b>39.6%</b>	<b>6.6%</b>	<b>2.8%</b>	<b>0.0%</b>	<b>2.8%</b>	<b>4.7%</b>

<b>5. Quality of Life</b>							
a) I am encouraged and assisted to maintain or improve my level of independence	41%	42%	7%	3%	0%	5%	4%
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	54%	31%	2%	1%	0%	2%	10%
Homemaking Agency	44%	35%	3%	2%	0%	2%	14%
Homemaker	45%	33%	3%	3%	0%	3%	13%
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	50%	36%	2%	3%	0%	1%	8%
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	46%	42%	2%	2%	0%	1%	8%
<b>Quality of Life Total</b>	<b>46.7%</b>	<b>36.3%</b>	<b>3.0%</b>	<b>2.2%</b>	<b>0.0%</b>	<b>2.2%</b>	<b>9.6%</b>

**YOUR OVERALL SATISFACTION**

a) Overall, I am satisfied with the quality of the care and service.	43%	52%	1%	2%	0%	1%	1%
<b>Overall Satisfaction Total</b>	<b>43.4%</b>	<b>51.9%</b>	<b>0.9%</b>	<b>1.9%</b>	<b>0.0%</b>	<b>0.9%</b>	<b>0.9%</b>

<b>Percentage of Total Answers</b>	<b>44.2%</b>	<b>40.2%</b>	<b>4.3%</b>	<b>2.7%</b>	<b>0.2%</b>	<b>2.8%</b>	<b>5.5%</b>
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**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 2nd Quarter 2008**

**YOUR SATISFACTION WITH OUR CARE AND SERVICES**

1. Participation

Slight problem co-ordinating the time of service

Quite happy with my caseworker

I feel very comfortable with my caseworker

I am very happy

My homemaker has done a great cleaning job for me.

I don't know which one to approach when it comes to home care or when I have a problem that I need help with.

I find all the people I deal with to be approachable and very helpful

I am a little shy, I never asked my worker to do a better job

Great Service.

I have been given alot of help to keep up with living day to day.

Caseworker is very knowledgeable.

I feel pleased that I have the HMNS so concerned about my personal health and also my social welfare.

Excellent Services, Please keep it up.

Most recently my worker has helped me find agencies that help with chronic back pain.

My caseworker never fails me in anyway.

My caseworker is always helpful and uderstaning to whatever my problem may be

My worker is always going that extra mile for me by making phone calls and inquires on my behalf.

2. Quality of Service Provision

We need our workers to do our washing and our vacuuming.

Satisfied

Excellent service

I have an excellent homemaker.

I would like my homemaker to pick up milk or even bread for me.

Support workers need to be a little more efficient.

I think we need more visits.

I am satisfied with my homemaker

Very timely and helpful services

I'm pleased

My worker has proven herself to be discreet and non judgemental towards my finances.

Homemakers tend to not pay much attention when putting things back where they belong.

3. Communication

I am happy with my current care provider

I would like more notice before my homemaker visits me.

I am satisfied

Everything o.k

I am very pleased with the service I have received.

We communicate very well when we are together. I am ususally alone and the communication helps.

I don't know who my worker is.

The caseworkers are very busy people and only call if it is absolutely necessary

workers hands are tired

The communications skills are good and very much appreciated

Very satisfied, Best communication system

I am very please with my worker and very ggreatful all the help I receive through the homemaking service.

I cannot stress how comfortable I feel with my worker, She is friendly, empathetic and very efficient.

The homemake does not have enough time to do a good job

My caseworker is fabulous

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 2nd Quarter 2008**

4. Advocacy

They try to accomidate my needs  
My homemaker is very considerate.  
I met with my worker and requested an extra half an hour, My health is getting worse.  
Very happy  
Needed some help recently and was directed to the service i needed

5. Quality of Life

Satisfied with no complaints  
Thanks for the service. God Bless  
I do need my furniture moved from time to time and would like my windows cleaned  
My care is excellent  
I do try to be as independant as possible.  
Happy with service  
Great Service!!!!Great Staff!!!!!!  
Thanks to everyone for helping me  
My woker has explained everything to my satisfaction.  
I do recommed others however there is an extremely long waiting list

**YOUR OVERALL SATISFACTION**

What is most important to you about care & service?

I am handicapped and I couldn't do without my worker  
I need help to get my groceries and do my laundry  
Access to services and quality of care  
I am able to stay living at home where I am most comfortable.  
I was able to comprimise with my worker when I need things.  
I would like to keep my homemaking service.  
That somebody helps me and my husband clean our appartment and bath my husband.  
Punctuality and efficientcy  
I am very impressed and happy with my caseworker and my hommaker.  
A little help after surgery would be nice  
Courtesy and respect.  
We'll need electric wheelchairs soon.  
Laundry and Vacuming  
Good cleaning skills so that I don't have to stand over her.  
Friendly person who does things without being asked and keeps a positive attitude.  
The most important thing to me is that my shopping, laundry and house are taken care of.  
The worker being on time and to know well ahead if there will be any changes made.  
I think the workers have gone all out to serve my needs. Keep up the good work!!  
The personality of the homemaker will set the tone for the whole day.  
Understanding flexibilities by the service providers.  
That there is someone who cares there to assist me.  
Punctuality  
That I have a healthy clean and comfortable body  
The services provided are excellent as far as my health is concerned.  
Available assistance  
Kindness and Courtesy  
My independance, dignity and not to be judged.  
I am thankful  
Having respect and the Homemaker doing a good job  
That they arrive early in the day so that I can have the rest of the day for other things.  
Having my appartment is very important  
That the homemaker and worker do collaborate when the need arrises

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 2nd Quarter 2008**

Respect.

My homemaker is very punctual and provides great care.

Dignity and Respect.

Respect.

I would like the homemaker to assist according to the list. Bathing, Cleaning, Ambulating, laundry.

The homemaker helps me to be more independent and function as a respectable human being

Cleaning

Please advise where we exceeded your expectations:

Every time my caseworker visits she makes my life a little easier

Laundry and Vacuuming

Respect and Honesty

Respect and Trust. I trust my homemaker.

Sending a nice worker and getting help shopping during the winter months

Foot care is a big part of health and is very hard to get.

Support workers need to provide services based on each individual case

Due to my bad health, every bit counts for me. Thanks a million!!

Being understood and not being judged is very important to me.

Making sure that the agencies provide quality service and keep a watchful eye on clients.

Very Happy With Service.

Flexibility

Caseworker being well involved and taking action when needed.

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

Keep everything going just as it is.

keep up with the services provided

An extra hour would be nice, the laundry can take a long time.

I am happy with the service provider

I would like my windows cleaned and my curtains hung

At this time my worker has made my life easier.

If I can get anyone whom can cook for me because my legs get tired when I stand for a long time.

The ability to have a one on one with someone I can work with.

Add some help in the shopping areas, not all disabled people have cars.

Those of physical disabilities without a single next of kin living should receive the extra care.

I think these seniors homes need to have a meeting regarding the personal health diets.

More help to get up and down the stairs. I don't walk very well anymore

Help with personal shopping

Get bed bugs permanently out of my building.

Try to get stronger and better

My situation will not get any better at this point.

More frequent cleaning would help, Replacement of elevators would help, Decrease the level of sound when the fire alarm goes off.

I need the cleaning lady once a week as the strains cripple me and I am in desperate need of personal care.

I would like the homemaker not to have to rush to get the job done

Better scheduling, I am booked for Mondays. Many of the holidays fall on Mondays as well, when this happens I get no service

I would like to have a scooter to get around. I had both of my knee's replaced and have trouble getting around.

Better control of diabetes diet.

Friendly people

Laundry and Vacuuming

Trust and respect

More time for my homemaker.

A little help after surgery would be nice

The homemaker being on time and leaving at the required time.

Somebody to assist me in obtaining a good physical self image, hairstyle, shopping, clothes, food.

increase the hours

**YOUR OPINION COUNTS - Homemaking and Nursing Services**  
**Comments from Surveys - 2nd Quarter 2008**

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

I would like to see better housekeeping training.

The homemaking services that your organization has provided me with for nearly 24 years has been absolutely essential to me.

Get bed bugs out of my building

My homemaker deserves a raise on her paycheck

Do we have a choice of choosing a male or female caregiver? I have heard that more males have been entering this field of work.

Foot care is a big part of health and is very hard to get.

I would like more hours if this is possible.

Would like my windows cleaned twice a year.

I would like my homemaker to come for more hours.

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

<b>January 1 to June 30, 2008</b>	
Number of questionnaires issued:	1260
Number of questionnaires returned:	210
<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	72	85	11	7	3	21	11
b) HMNS provides me sufficient opportunities to influence decisions related to my care	74	83	14	6	6	14	13
c) I feel comfortable expressing my opinions & feelings about the services I receive	90	94	7	6	3	4	6
d) I feel comfortable sharing with my Caseworker details of my financial & health information	86	85	8	9	3	13	6
e) I know whom to approach when I have a problem or concern	83	91	8	8	4	7	9
<b>Participation Totals</b>	<b>405</b>	<b>438</b>	<b>48</b>	<b>36</b>	<b>19</b>	<b>59</b>	<b>45</b>

<b>2. Quality of Service Provision</b>							
a) Care is provided in a kind, friendly & gentle manner	116	81	3	4	1	2	3
b) Homemakers respect my personal and physical privacy	111	86	4	1	2	2	4
c) When my HMNS Caseworker schedules a visit it is at my convenience	108	81	5	5	1	4	6
d) After discussing tasks with my HMNS Caseworker tasks performed by the homemaker are those I expected	95	89	5	10	3	4	4
e) The tasks are completed to my satisfaction	83	90	12	9	1	1	14
f) The Homemaking Agency schedules homemaker visits at mutually convenient times	95	89	7	4	1	2	12
g) If I have a need for services other than homemaking my HMNS Caseworker helps me to access them	64	77	23	6	6	19	15
<b>Quality of Service Provision Totals</b>	<b>672</b>	<b>593</b>	<b>59</b>	<b>39</b>	<b>15</b>	<b>34</b>	<b>58</b>

<b>3. Communication</b>							
a) I am able to contact my HMNS Caseworker by telephone	89	88	8	7	2	4	11
b) My HMNS Caseworker phones me often enough	70	83	21	14	3	5	14
c) My calls to my HMNS Caseworker are returned promptly	84	84	13	8	2	7	12
d) When I call HMNS I am treated with courtesy and respect	99	81	5	8	1	6	9
e) If I have a concern regarding my homemaking services I feel comfortable contacting my HMNS Caseworker	87	92	9	2	3	6	11
f) I am satisfied that my questions and concerns are answered and/or followed up	84	95	10	2	2	5	12
g) After a change in my service needs my homemaker is aware of it	66	86	23	5	1	13	14
<b>Communication Totals</b>	<b>579</b>	<b>609</b>	<b>89</b>	<b>46</b>	<b>14</b>	<b>46</b>	<b>83</b>

<b>4. Advocacy</b>							
a) My HMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	85	78	14	7	2	7	17
<b>Advocacy Totals</b>	<b>85</b>	<b>78</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>17</b>

<b>5. Quality of Life</b>							
a) I am encouraged and assisted to maintain or improve my level of independence	77	84	16	8	1	15	9
b) I am treated with respect by my HMNS Caseworker	102	76	4	2	1	8	17
I am treated with respect by my Homemaking Agency	86	77	6	3	1	3	34
I am treated with respect by my Homemaker	92	74	6	4	2	4	28
c) I would recommend HMNS to others requiring homemaking assistance	97	81	6	5	1	3	17
d) I am aware of my rights & responsibilities with regards to receiving services from HMNS	87	95	5	3	1	4	15
<b>Quality of Live Totals</b>	<b>541</b>	<b>487</b>	<b>43</b>	<b>25</b>	<b>7</b>	<b>37</b>	<b>120</b>

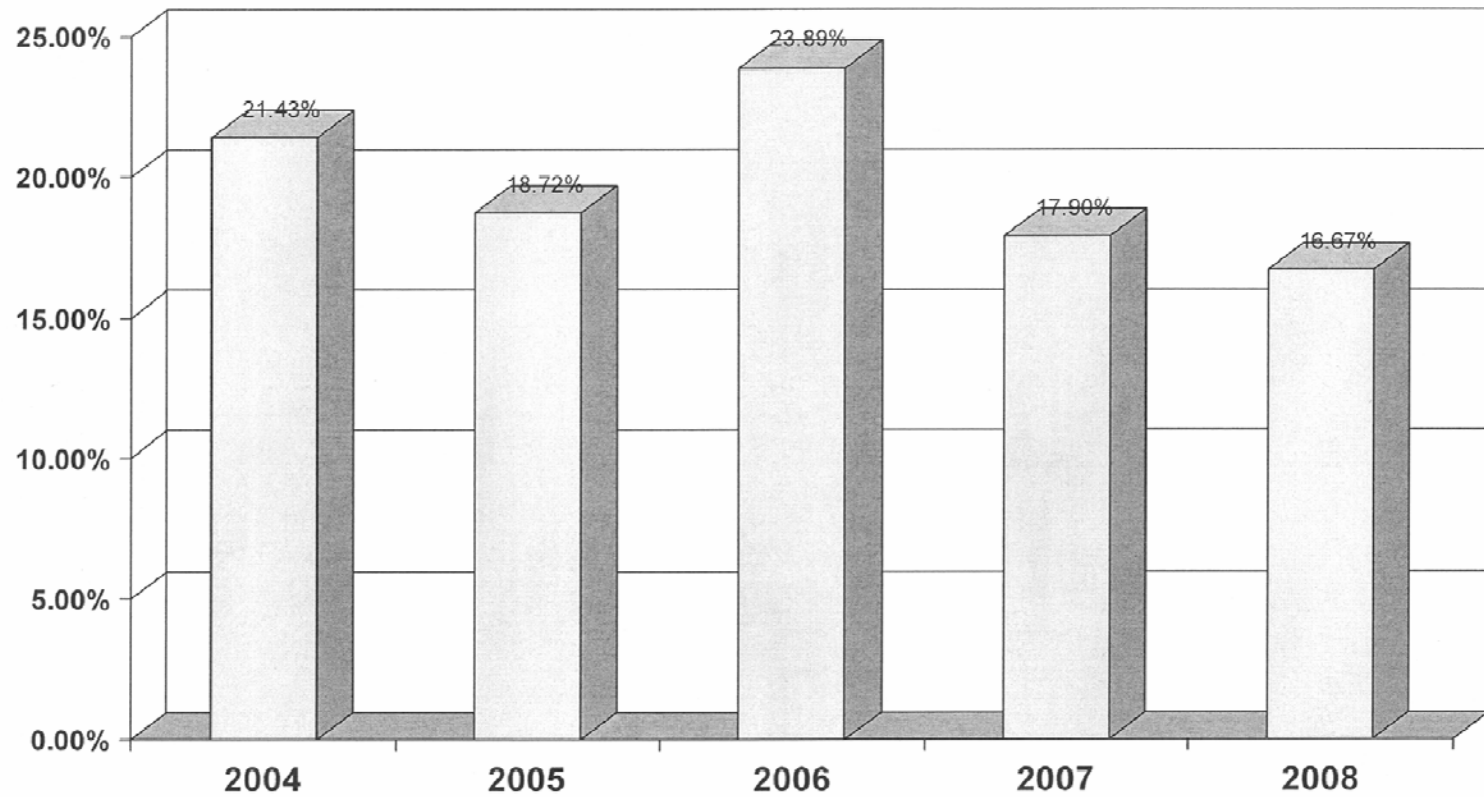
<b>YOUR OVERALL SATISFACTION</b>							
a) Overall I am satisfied with the quality of the care and service	91	95	5	4	2	1	12
<b>Overall Satisfaction Totals</b>	<b>91</b>	<b>95</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>12</b>

<b>TOTALS</b>	<b>2,373</b>	<b>2,300</b>	<b>258</b>	<b>157</b>	<b>59</b>	<b>184</b>	<b>335</b>
<b>Percent of Answers</b>	<b>41.9%</b>	<b>40.6%</b>	<b>4.6%</b>	<b>2.8%</b>	<b>1.0%</b>	<b>3.2%</b>	<b>5.9%</b>



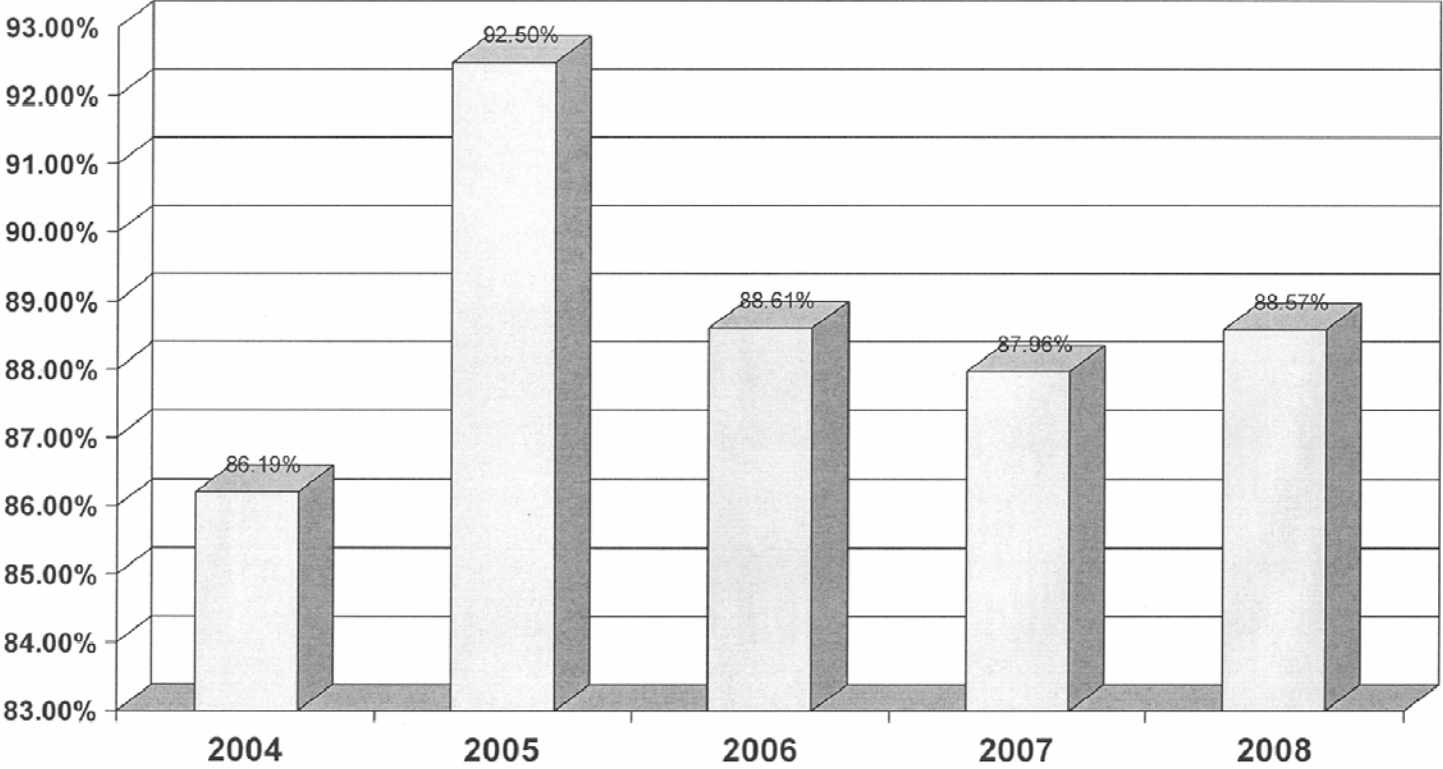
# Homemakers & Nurses Services “Your Opinion Counts” Survey

Response Rates  
January 1 to June 30, 2008



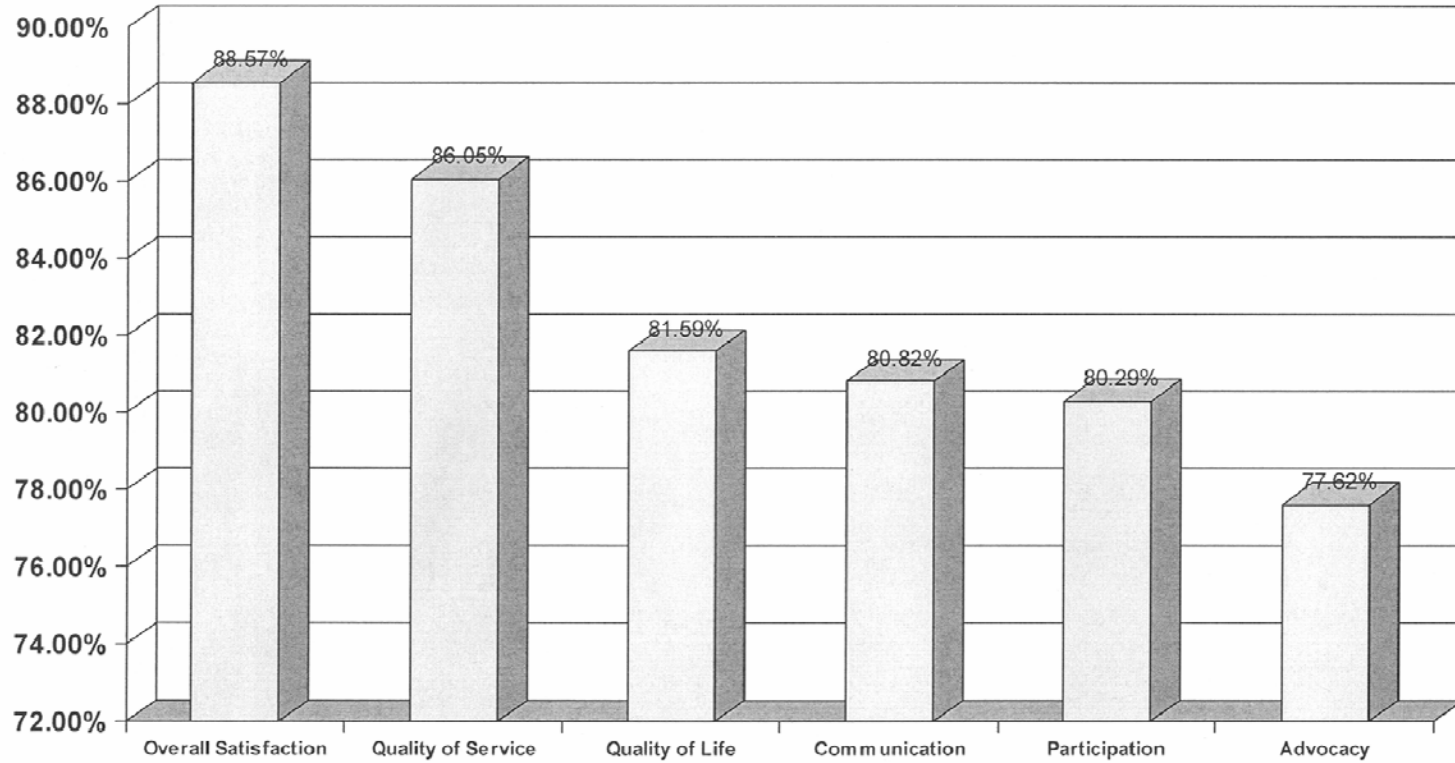
# Homemakers & Nurses Services “Your Opinion Counts” Survey

Overall Satisfaction  
January 1 to June 30, 2008



# Homemakers & Nurses Services “Your Opinion Counts” Survey

Strongly Agree & Agree Responses Ranked  
January 1 to June 30, 2008



# Homemakers & Nurses Services "Your Opinion Counts" Survey

Strongly Disagree & Disagree Responses Ranked  
January 1 to June 30, 2008

