



## STAFF REPORT INFORMATION ONLY

### Supportive Housing “Your Opinion Counts” Survey – January 1 to September 30, 2008

<b>Date:</b>	April 1, 2009
<b>To:</b>	Advisory Committee on Long-Term Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

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This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Supportive Housing Program for the third quarter of 2008.

#### Financial Impact

There are no financial implications arising from this report.

#### COMMENTS

This report for January 1 to September 30, 2008 includes statistical information.

The “Your Opinion Counts” surveys are sent to clients six months after admission and annually thereafter. A stamped envelope addressed to the General Manager, Long-Term Care Homes and Services is included with the questionnaire for return.

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

Clients express high levels of overall satisfaction (80.60 percent) with the services delivered by the Supportive Housing program.

## **CONTACT**

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## **SIGNATURE**

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Sandra Pitters

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