



STAFF REPORT INFORMATION ONLY

Homemakers and Nurses Services “Your Opinion Counts” Survey – January 1 to June 30, 2009

Date:	August 31, 2009
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Homemakers and Nurses Services program for the second quarter of 2009.

Financial Impact

There are no financial implications arising from this report.

COMMENTS

This report for January 1 to June 30, 2009 includes statistical information. A copy of this report with all details has been forwarded to the Chair of the Advisory Committee on Long-Term Care Homes and Services and is available to interested members.

The “Your Opinion Counts” surveys are sent to clients at the time of their financial reassessment (annually). 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 (83.70 percent) with the services delivered by the Homemakers and Nurses Services program.

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SIGNATURE

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