

Homemakers & Nurses Services “Your Opinion Counts” Survey

January 1 to June 30, 2009

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

January 1 to June 30, 2009	
Number of questionnaires issued:	1186
Number of questionnaires returned:	184
Percentage of questionnaires returned:	15.51%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I'm provided with opportunities to participate in the development of my plan of service	63	79	15	7	6	9	5
b) HMNS provides me sufficient opportunities to influence decisions related to my care	71	78	13	8	5	5	6
c) I feel comfortable expressing my opinions & feelings about the services I receive	80	78	8	6	5	3	4
d) I feel comfortable sharing with my Caseworker details of my financial & health information	81	67	8	3	6	7	3
e) I know whom to approach when I have a problem or concern	74	82	7	6	5	3	7
Participation Totals	369	384	51	30	27	27	25
2. Quality of Service Provision							
a) Care is provided in a kind, friendly & gentle manner	98	68	8	2	3	2	2
b) Homemakers respect my personal and physical privacy	94	71	4	3	4	4	3
c) When my HMNS Caseworker schedules a visit it is at my convenience	88	72	6	4	6	3	4
d) After discussing tasks with my HMNS Caseworker tasks performed by the homemaker are those I expected	84	73	5	7	7	3	4
e) The tasks are completed to my satisfaction	81	74	5	7	6	2	7
f) The Homemaking Agency schedules homemaker visits at mutually convenient times	80	76	8	5	6	2	6
g) If I have a need for services other than homemaking my HMNS Caseworker helps me to access them	61	58	27	4	4	20	9
Quality of Service Provision Totals	586	492	63	32	36	36	35
3. Communication							
a) I am able to contact my HMNS Caseworker by telephone	66	90	7	3	5	4	8
b) My HMNS Caseworker phones me often enough	49	78	16	16	6	10	8
c) My calls to my HMNS Caseworker are returned promptly	60	73	19	6	4	9	12
d) When I call HMNS I am treated with courtesy and respect	77	81	4	1	5	4	11
e) If I have a concern regarding my homemaking services I feel comfortable contacting my HMNS Caseworker	71	80	9	5	7	4	7
f) I am satisfied that my questions and concerns are answered and/or followed up	68	78	14	4	7	3	9
g) After a change in my service needs my homemaker is aware of it	65	70	18	3	5	14	8
Communication Totals	456	550	87	38	39	48	63
4. Advocacy							
a) My HMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	72	73	12	5	7	4	9
Advocacy Totals	72	73	12	5	7	4	9
5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	66	81	16	4	6	3	8
b) I am treated with respect by my HMNS Caseworker	85	72	4	0	5	3	14
I am treated with respect by my Homemaking Agency	76	66	8	0	3	3	27
I am treated with respect by my Homemaker	84	66	4	2	4	2	22
c) I would recommend HMNS to others requiring homemaking assistance	95	58	6	2	5	4	13
d) I am aware of my rights & responsibilities with regards to receiving services from HMNS	76	75	10	5	6	3	8
Quality of Live Totals	482	418	48	13	29	18	92
YOUR OVERALL SATISFACTION							
a) Overall I am satisfied with the quality of the care and service	89	65	5	2	9	1	12
Overall Satisfaction Totals	89	65	5	2	9	1	12
TOTALS	2,054	1,982	266	120	147	134	236
Percent of Answers	41.3%	39.9%	5.4%	2.4%	3.0%	2.7%	4.8%

YOUR OPINION COUNTS - Homemaking and Nursing Services

Analysis Of Total Returns

Homemaking and Nurses Services

Distribution Period: First Quarter 2009

Number of questionnaires issued: 546

Number of questionnaires returned: 58

Percentage of questionnaires returned: 10.62%

YOUR SATISFACTION WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	20	22	4	4	3	1	4
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	23	22	2	5	3	2	3
c) I feel comfortable expressing my opinions and feelings about the services I receive.	23	24	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.	24	13	2	1	2	5	2
e) I know whom to approach when I have a problem or concern.	22	24	1	3	3	1	4
Participation Totals	112	105	11	16	14	9	16

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	32	19	1	1	2		2
b) Homemakers respect my personal and physical privacy.	30	18	2	2	2	1	2
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	27	21	2		2	1	4
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	25	18	4	3	3	1	3
e) The tasks are completed to my satisfaction.	23	20	2	3	3		5
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	22	22	5		2	1	5
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	17	17	7	3	1	6	6
Quality of Service Provision Total	176	135	23	12	15	10	27

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	20	28		1	1	2	5
b) My Toronto (HMNS) Caseworker phones me often enough.	16	20	3	9	1	3	5
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	19	16	6	4	1	5	6
d) When I call HMNS I am treated with courtesy and respect.	25	22		1	2	1	6
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	24	17	5	3	2	1	5
f) I am satisfied that my questions and concerns are answered and /or followed up.	21	20	4	3	3		6
g) After a change in my service needs my homemaker is aware of it	22	16	7	1	2	4	5
Communication Total	147	139	25	22	12	16	38

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	22	15	5	5	2	1	6
Advocacy Total	22	15	5	5	2	1	6

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	17	25	7	2	2		5
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	26	19			2	1	9
Homemaking Agency	22	20	3		2	2	8
Homemaker	25	18	1	2	2	1	9
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	28	15	1	2	2	1	8
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	22	22	5	1	2	1	4
Quality of Life Total	140	119	17	7	12	6	43

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	26	15	3	2	4		7
Overall Satisfaction Total	26	15	3	2	4	0	7

TOTALS	623	528	84	64	59	42	137
Percent of Answers	40.5%	34.4%	5.5%	4.2%	3.8%	2.7%	8.9%

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

Homemaking and Nurses Services

Distribution Period: First Quarter 2009

Number of questionnaires issued: 546

Number of questionnaires returned: 58

Percentage of questionnaires returned: 10.62%

**YOUR SATISFACTION
WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	34%	38%	7%	7%	5%	2%	7%
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	38%	37%	3%	8%	5%	3%	5%
c) I feel comfortable expressing my opinions and feelings about the services I receive.	40%	41%	3%	5%	5%	0%	5%
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	49%	27%	4%	2%	4%	10%	4%
e) I know whom to approach when I have a problem or concern.	38%	41%	2%	5%	5%	2%	7%
Participation Totals	39.6%	37.1%	3.9%	5.7%	4.9%	3.2%	5.7%

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	56%	33%	2%	2%	4%	0%	4%
b) Homemakers respect my personal and physical privacy.	53%	32%	4%	4%	4%	2%	4%
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	47%	37%	4%	0%	4%	2%	7%
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	44%	32%	7%	5%	5%	2%	5%
e) The tasks are completed to my satisfaction.	41%	36%	4%	5%	5%	0%	9%
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	39%	39%	9%	0%	4%	2%	9%
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	30%	30%	12%	5%	2%	11%	11%
Quality of Service Provision Total	44.2%	33.9%	5.8%	3.0%	3.8%	2.5%	6.8%

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	35%	49%	0%	2%	2%	4%	9%
b) My Toronto (HMNS) Caseworker phones me often enough.	28%	35%	5%	16%	2%	5%	9%
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	33%	28%	11%	7%	2%	9%	11%
d) When I call HMNS I am treated with courtesy and respect.	44%	39%	0%	2%	4%	2%	11%
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	0	0	0	0	0	0	0
f) I am satisfied that my questions and concerns are answered and /or followed up.	42%	30%	9%	5%	4%	2%	9%
g) After a change in my service needs my homemaker is aware of it	37%	35%	7%	5%	5%	0%	11%
Communication Total	36.8%	34.8%	6.3%	5.5%	3.0%	4.0%	9.5%

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	39%	27%	9%	9%	4%	2%	11%
Advocacy Total	39.3%	26.8%	8.9%	8.9%	3.6%	1.8%	10.7%

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	29%	43%	12%	3%	3%	0%	9%
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	46%	33%	0%	0%	4%	2%	16%
Homemaking Agency	39%	35%	5%	0%	4%	4%	14%
Homemaker	43%	31%	2%	3%	3%	2%	16%
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	49%	26%	2%	4%	4%	2%	14%
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	39%	39%	9%	2%	4%	2%	7%
Quality of Life Total	40.7%	34.6%	4.9%	2.0%	3.5%	1.7%	12.5%

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	46%	26%	5%	4%	7%	0%	12%
Overall Satisfaction Total	45.6%	26.3%	5.3%	3.5%	7.0%	0.0%	12.3%

Percentage of Total Answers	40.5%	34.4%	5.5%	4.2%	3.8%	2.7%	8.9%
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YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 1st Quarter 2009

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

I need more help in my bed. I am paralyzed completely right side.

Co-ordination is damaged. It's very difficult.

I have improved in my condition of both health physically & mentally since my asking for help last spring.

I strongly feel that a clean house and person is very important especially for mental health.

The nurse who visited me was very polite and keep the conversation very professional.

I like that because I don't like anyone to pay attention into my personal affairs.

I had outstanding services from my homemakers & substitutes.

I am very happy.

I find it hard to know who to ask for help.

Abby Deonandon is a God-send.

I'm on ODSP. I strongly agree & you feel free to ask any documents, finance. I'll be glad to provide myself.

Excellent Service.

Quality and satisfaction always, workers always helpful and cheerful. It improves my life.

I am very satisfied with the service I received.

2. Quality of Service Provision

I know how to get the help I need. There are something I don't want people to know.

Cleaning services are poorly performed.

I have trouble with #3.

I'm satisfied with my workers & agency.

Excellent Service.

Thank you for your service.

The Homemakers need more time to do their duties!

3. Communication

I have asked my caseworker for additional 1/2 hour homemakers, but unfortunately her answer was negative.

I can't reach my caseworker many times.

Sometimes the caseworker does not call back too soon, but I guess they have too much work.

We have spoken of my needs but according to office cut back, the best they can offer

is one hour per month.

I'm satisfied.

Excellent Service

I don't like when Homemakers change and I have to start training new homemaker what/where & how things are to be done.

4. Advocacy

She can't fight City Hall as they say. She does her best & agrees. I need much more help but her hands are tied.

My caseworker understand my needs & acts immediately. I'm satisfied with all the help I received. Thanks.

Excellent.

I am satisfied with the services strongly.

Hope my caseworker doesn't leave! Gives 100%

5. Quality of Life

Thanks for all you do for me.

As I am 80 years old and day to day my energy is going less and less then I could not handle myself as I did before.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 1st Quarter 2009

I am doing much better this year. I believe because of the care I have received in the last year.
I have outstanding services from everybody from VHA.
Caseworker does a great job. Homemaker-cleaning service provider does a poor job.
I didn't know I was responsible for anything. I have no paper work about this.
I would love to recommend to other agencies. I have no complains.
Excellent Service
It is a very good service for the disabled people.
This feedback has been done by a Senior Citizen, 82 years old. Please be good enough to take the necessary action accordingly, so that the overall situation must be improved soon. Thank you.

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Help me live clean and help maintain my health.
Reliable.
House Cleaning. Please roll up living and dining room mats occasionally for cleaning under them.
To reason how sick and in pain I am in without showing. Walking I do but it hurts.
Confidentiality.
It is important that everything is done but we don't have time.
The service provided to me. If there wasn't, I couldn't be able to do them on my own.
The person shows up on time and does slack up on their performance.
I need organization.
Home cleaning services are important.
That I need much more help than the agency seems able to offer.
Good cleaning, other help and care with respect.
My homemaker is very respectful and on time and helps me a lot.
They are friendly.
That is still exists and is offered. There are too many cutbacks on services, hours, lack of a pool of staff to choose from, yet staff always explains the best route to take & why & how it will help me the most.
A person that cares and I can trust this person.
The common "down to earth" way my caregiver handles everything calm & cool.
That the worker speaks and understand English.
That my laundry is done and things that are hard for me to do.
Respect for my opinion and privacy.
Cooperation, respect.
When I really unable to focus my daily responsibilities which I was eating, presently I cannot do further & I have your agency be there for my needs & came.
There's somebody willing to help me & I know someone who came for me. Thanks for your services & staff.
Good care.
That I am provided with the services I need at this time. I wouldn't be able to manage now as my physical condition is much worse.
It is very important that (HMNS) service like me can't do all cleaning works. Thanks for doing the service.
Home caregiver is very polite, courteous and understand my needs. Well done.
To keep my independence with help of Nurses and Homemakers.
My bath & laundry.
Quality.
"Care and Service" that must be rated as highly satisfactory by the client far from being provided.
Client's answers never seem to be counted from past experience; this "Long-term Care" must be significantly improved immediately if clients must demonstrate, an average degree of satisfaction.
The time given to workers cannot and I emphasize CANNOT allow them to do a satisfactory job for the clients.
To me is the most important things that I receive help for cleaning & laundry.
The time they take to make sure everything is cleaned. Is not too good because they don't have extra time.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 1st Quarter 2009

Please advise where we exceeded your expectations:

No where.

The people who come here are all respectful. They do not make decision concerning me on their own.

There is always a discussion & my wishes are respected.

My homemaker sometimes does my dishes.

Sometimes I need more hours of care due to my difficulty ambulating lately.

I hope I will get some assistance.

In every area.

Caseworker is attentive to my needs and is always professional.

You haven't, I am sorry to say.

It wasn't.

With the yearly visit.

I have now 1/2 from homemaking service we hope later, when the economy is better to give back the service. Thank you for your service.

On days, I am not feeling up to being motivated, there is always a cheerful smile from my assistance encouraging me to enjoy the day.

Communication.

Every where. Thanks!

Quality.

When I was hospitalized twice last year & service was resumed as soon as I came home.

Everything is fine.

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

New cupboards, paint jobs on hallways.

I need more time or hours & I am trying to from Roselawn 16 years.

Move to Ontario Housing.

I would like to continue with a nurse visit once a month.

I would like to have one hour more get things all done on the list.

Maybe to have more hours and assist me in daily activities.

I would prefer having the homemaker come once a month for 4 hours instead of twice a month for 2 hours.

Everything is fine the way it is.

Help with the work that I can't do myself. I am very disabled & getting worst.

I had written a letter type dated July 15, 2008 to you requesting for better facility to Seniors above the age of 85 years old and to give an efficient & sincere homemaker to such persons.

To help me to receive a subsidy for my rent.

Stop taking away hours & qualified people - treat each case.

Once in awhile, assistance during my journey to doctor's appointment.

Extra hours by workers.

Continue likewise.

"I need a new body"

Better health services.

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

No. I think you've asked about everything.

Window cleaners.

My mental state. Help with weight loss.

I like my homemaker very much and her caseworker.

If I am going on vacation, I would like to have my regular homemaker whenever I return.

I was a victim of home invasion & held for 3 1/2 days due to my condition & their threats cost me dearly.

The pain I'm in to get a few groceries made me a target.

On its own merits & provide ALL time to & effort necessary.

Sure.

No.

YOUR OPINION COUNTS - Homemaking and Nursing Services

Analysis Of Total Returns

Homemaking and Nurses Services

Distribution Period: Second Quarter 2009

Number of questionnaires issued: 640

Number of questionnaires returned: 126

Percentage of questionnaires returned: 19.69%

YOUR SATISFACTION WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	43	57	11	3	3	8	1
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	48	56	11	3	2	3	3
c) I feel comfortable expressing my opinions and feelings about the services I receive.	57	54	6	3	2	3	1
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	57	54	6	2	4	2	1
e) I know whom to approach when I have a problem or concern.	52	58	6	3	2	2	3
Participation Totals	257	279	40	14	13	18	9

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	66	49	7	1	1	2	
b) Homemakers respect my personal and physical privacy.	64	53	2	1	2	3	1
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	61	51	4	4	4	2	
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	59	55	1	4	4	2	1
e) The tasks are completed to my satisfaction.	58	54	3	4	3	2	2
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	58	54	3	5	4	1	1
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	44	41	20	1	3	14	3
Quality of Service Provision Total	410	357	40	20	21	26	8

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	46	62	7	2	4	2	3
b) My Toronto (HMNS) Caseworker phones me often enough.	33	58	13	7	5	7	3
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	41	57	13	2	3	4	6
d) When I call HMNS I am treated with courtesy and respect.	52	59	4		3	3	5
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	47	63	4	2	5	3	2
f) I am satisfied that my questions and concerns are answered and /or followed up.	47	58	10	1	4	3	3
g) After a change in my service needs my homemaker is aware of it	43	54	11	2	3	10	3
Communication Total	309	411	62	16	27	32	25

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	50	58	7		5	3	3
Advocacy Total	50	58	7	0	5	3	3

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	49	56	9	2	4	3	3
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	59	53	4		3	2	5
Homemaking Agency	54	46	5		1	1	19
Homemaker	59	48	3		2	1	13
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	67	43	5		3	3	5
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	54	53	5	4	4	2	4
Quality of Life Total	342	299	31	6	17	12	49

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	63	50	2		5	1	5
Overall Satisfaction Total	63	50	2	0	5	1	5

TOTALS	1,431	1,454	182	56	88	92	99
Percent of Answers	42.1%	42.7%	5.3%	1.6%	2.6%	2.7%	2.9%

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YOUR SATISFACTION WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I am provided with opportunities to participate in the development of my plan of service.	34%	45%	9%	2%	2%	6%	1%
b) Homemakers and Nurses Services (HMNS) provides sufficient opportunities for me to influence decisions related to my care.	38%	44%	9%	2%	2%	2%	2%
c) I feel comfortable expressing my opinions and feelings about the services I receive.	45%	43%	5%	2%	2%	2%	1%
d) I feel comfortable sharing with my (HMNS) Caseworker the required details of my financial and personal information regarding my health.	45%	43%	5%	2%	3%	2%	1%
e) I know whom to approach when I have a problem or concern.	41%	46%	5%	2%	2%	2%	2%
Participation Totals	40.8%	44.3%	6.3%	2.2%	2.1%	2.9%	1.4%

2. Quality of Service Provision							
a) Care is provided in a kind, friendly, and gentle manner.	52%	39%	6%	1%	1%	2%	0%
b) Homemakers respect my personal and physical privacy.	51%	42%	2%	1%	2%	2%	1%
c) When my Toronto (HMNS) Caseworker schedules a visit it is at my convenience.	48%	40%	3%	3%	3%	2%	0%
d) After discussing tasks with my Toronto (HMNS) Caseworker, the tasks performed by the homemaker are those I expected.	47%	44%	1%	3%	3%	2%	1%
e) The tasks are completed to my satisfaction.	46%	43%	2%	3%	2%	2%	2%
f) The Homemaking Agency schedules homemakers visits at mutually convenient times.	46%	43%	2%	4%	3%	1%	1%
g) If I have a need for services other than homemaking my Toronto (HMNS) Caseworker helps me to access them.	35%	33%	16%	1%	2%	11%	2%
Quality of Service Provision Total	46.5%	40.5%	4.5%	2.3%	2.4%	2.9%	0.9%

3. Communication							
a) I am able to contact my Toronto (HMNS) Caseworker by telephone.	37%	49%	6%	2%	3%	2%	2%
b) My Toronto (HMNS) Caseworker phones me often enough.	26%	46%	10%	6%	4%	6%	2%
c) My calls to my Toronto (HMNS) Caseworker are returned promptly.	33%	45%	10%	2%	2%	3%	5%
d) When I call HMNS I am treated with courtesy and respect.	41%	47%	3%	0%	2%	2%	4%
e) If I have a concern regarding my homemaking services I feel comfortable contacting my Toronto (HMNS) Caseworker.	37%	50%	3%	2%	4%	2%	2%
f) I am satisfied that my questions and concerns are answered and /or followed up.	37%	46%	8%	1%	3%	2%	2%
g) After a change in my service needs my homemaker is aware of it	34%	43%	9%	2%	2%	8%	2%
Communication Total	35.0%	46.6%	7.0%	1.8%	3.1%	3.6%	2.8%

4. Advocacy							
a) My Toronto (HMNS) Caseworker acts in my best interests whether it is in regards to homemaking issues or other issues.	40%	46%	6%	0%	4%	2%	2%
Advocacy Total	39.7%	46.0%	5.6%	0.0%	4.0%	2.4%	2.4%

5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	39%	44%	7%	2%	3%	2%	2%
b) I am treated with respect by my:							
Toronto (HMNS) Caseworker	47%	42%	3%	0%	2%	2%	4%
Homemaking Agency	43%	37%	4%	0%	1%	1%	15%
Homemaker	47%	38%	2%	0%	2%	1%	10%
c) I would recommend Homemaking and Nurses Services to others requiring homemaking assistance.	53%	34%	4%	0%	2%	2%	4%
d) I am aware of my rights and responsibilities with regards to receiving services from Homemakers and Nurses Services.	43%	42%	4%	3%	3%	2%	3%
Quality of Life Total	45.2%	39.6%	4.1%	0.8%	2.2%	1.6%	6.5%

YOUR OVERALL SATISFACTION

a) Overall, I am satisfied with the quality of the care and service.	50%	40%	2%	0%	4%	1%	4%
Overall Satisfaction Total	50.0%	39.7%	1.6%	0.0%	4.0%	0.8%	4.0%

Percentage of Total Answers	42.1%	42.7%	5.3%	1.6%	2.6%	2.7%	2.9%
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YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 2nd Quarter 2009

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

Thanks for services.

N/A. Homemakers only, no personal care.

My current homemaker is not providing service like my previous homemaker.

My daughter does not read and write. She is not under HMNS, she has C.C.A.

Supervisor attended my home to discuss my service and provide additional support.

My caseworker Nicole V. has been an outstanding manager of my homemaking affairs. Very friendly and caring. I totally appreciate the opportunity she provides for input by me.

I request to receive homemaker services twice a week for 3 hours. I requested last year but no reply.

I feel comfortable discussing anything with my caseworker.

Excellent service. Keep it up please!

Good work and homecare worker very caring.

My homemaker and my caseworker and also my social worker listen and help me so much.

I am very much satisfied with the service I am provided. Thank you.

I think my caseworker, Cathy Buckingham is fantastic. She goes above and beyond the call of duty, is congenial.

Very helpful in getting me in contact with CCAS and to get occupational therapy and cleaning and personal care.

I am profoundly grateful for the help that I have received during this sickness.

I don't know how I would have survived without it.

Thank you so much!

Very Happy.

Extremely outstanding service.

My caseworker Roseanne Chapley is excellent!

That services, not satisfied concern HMNS caseworker.

I am happy with my service. Thank you.

My discomfort is my problem not staff.

Kind people and good service.

My comments are very good.

The workers show they care so that's good enough for me.

More gentle care on my foot.

2. Quality of Service Provision

My helper is able to assist but because I believe the person is not able to use wisdom I do not allow them to shop.

While there were unusual circumstances with the former company that serviced me, there has now been a complete turnaround with the present one, which I have hope will continue.

The agency accommodates my unusual times that laundry can be done.

I don't know what services are available. She has not discusses my options.

I have a caring & interested homemaker.

Keep it up please!

Happy with homecare.

Excellent service. Thank you.

Once again Cathy Buckingham is the very best.

Very good and strongly agree.

Satisfied with caseworkers & homemakers.

My homemaker does not clean to my expectation but she is easy to talk to. It is something we can resolve between ourselves.

I am happy with my homemaker-Mavis. She is friendly and does what I need help with including groceries.

I have had her a long time which is very important to me to have someone I am familiar with.

Workers very helpful.

Care is excellent and efficient.

You gave me a new worker and I am happy with her.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 2nd Quarter 2009

3. Communication

Does not speak English.

My homemaker attended my home to assess my situation, particularly my recent illness.

Nicole V. is a very easy person to talk over any issues that may arise with the homemaking agency.

Solved a bad problem with my service by a different company (paramed).

A million thanks for the help of home services, by my excellent and smart HMNS Cathy Buckingham.

Highly respect all the help given and I highly recommend to friends for a good job well done. Many thanks.

I spoke to my caseworker about needing extra time and was given an extra 1/2 hour of service each week.

I know if I have a problem I can call my caseworker anytime.

Very pleasing and caring. Thank you.

As I said I wish for cleaning help more often but Cathy & I discussed this and apparently she can't get more hours for me.

Thanks a lot.

Concerned, promptness. Higher degree of satisfaction.

I have no phone but there is satisfactory communication at my end.

I don't know how to reach my caseworker.

Once I needed more hours for my homemaker and I got it with care & understanding.

I wanted to thank you for the change of my worker.

4. Advocacy

I have found the services very satisfactory.

The best HMNS & could recommend or refer to anybody I know. Million thanks for givem me a good help for my weekly needs due to my chronic pain. It's a big help for me.

I am disabled, needed a walker and didn't know who to talk to. I am also a below poverty level senior.

I borrowed money to purchase walker.

My caseworker is a very kind and helpful person and is intersted in how things are working out.

My caseworker is a very interesting & conerned person.

A great big thank you for all the services and kind competent staff you have given me.

My caseworker always tries to satisfy my needs.

Indira my caseworker is a very kind and professional lady!

I don't know what to say to my caseworker, or don't know what to do about situation.

5. Quality of Life

Thank you, everything is okay.

Despite the good service I am receiving from HMNS my caseworker could remember more that the elderly is more like a child needing much gentliness, reassurance, encouraging and much respectfulness.

Nicole and the supervisor of the new company have each outlined my rights and responsibilities.

Good work, well done. Yes, do recommend your services. thanks.

My caseworker explains anything I ask about.

I am very happy of the quality of service I am receiving.

Thank you for the service and help.

Everything is fine. Thank you.

My sciatica and osteoarthritis are still acutely painful and my personal care worker

Saba from Homecare is so excellent.

I agree to eveything for my HMNS.

Everything is just fine. I feel I have not been just discarded.

My homemaker treats me with respect.

With their help I am independent.

My homemaker Pamela Rampersaud from Bayshore is wonderful!

I am happy with the service I am getting. Thank you very much.

Not too satisfied.

Everybody is on an even level.

They are doing a good job and they are doing the best they can.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 2nd Quarter 2009

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

My worker doesn't ask me what my point is.

Availability of worker when needed.

To feel independent and stay at my own apartment.

That they respect my privacy, and my home which my homemaker does at all costs.

Very kind and understanding.

Both.

Assist with shower, cleaning and everything.

I am treated with respect. I am also satisfied with the service provided.

I am very happy that I am able to continue living independently in my home with help from your services.

It is indeed great help to me.

Prompt and regular service.

Yes I am satisfied with the quality of the care and service provided to me.

Friendly atmosphere.

Proper caregiver.

Courtesy and politeness.

Done efficiently and with care (gentle).

Wish it was more.

Keeping me in my home.

The person could clean up kitchen and bathroom whenever she attends.

To get the help that I need, language.

Get a lot of help.

Communication by City for anything and especially notice by homemaker or their agency if they're going to be more than 1/2 hour later than arranged time.

I am very happy

As far as I see homemaker is doing a fine job.

Cleaning and helping with my household chores. I'll try to do but with my terrible pain it's hard.

Politeness.

Both the housekeeping and the companionship is very important. She speaks Hungarian and we can communicate well.

With some homemaker 1 hour is enough, with some not so they have to rush.

It will be nice if the same person looks after my needs.

Help accessing financial and or legal assistance due to disability/lack of mobility.

Bathing, cleaning and laundry.

It is important to me that my caseworker and the homemaking agency send a homemaker that is pleasant & has a good attitude.

Floor bath and kitchen.

Arriving on time and interest.

Every little counts for me.

That the homecare understand my disease & needs.

My homemaker is very clean and caring and is very gentle with me.

Kindness.

They clean up well. They are nice and caring.

Satisfaction.

Respect and cooperation to responses when needed.

Personable staff who respect my privacy, don't treat me as an idiot because I'm bipolar and for getting their jobs done with care and kindness.

Reliability, professionalism, experience, ability to see outside the box, independent thinking.

Laundry, vacuum.

Honesty, dependability.

Very satisfied of care and service.

Quality of care.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 2nd Quarter 2009

Having nice, helpfull people in my home. My homemaker works hard, treats me with respect and is a good person.
That I am treated with respect and I am able to remain in my home,
enjoying freedom.
My needs are met.
Everything is very good . Thank you!
Safeguards my ongoing recovery and good health.
That I get what I need when I need it, with care & respect.
Respect, friendship and loyalty.
Punctuality
Making sure certain areas such as the floor and bathtub are cleaned because I cannot do those things on my own.
Consistent reliable service with the same PSW.
You exceeded my expectation when I was unable to walk during the time I had pain at my back of my legs.
Quality of service mutually convenient scheduling.
Access to my caseworker is excellent.
Punctual, clean and works their full allotted time.
Punctuality of time, mutual respect and understanding.
I am happy with the service I am getting. Thank you very much.
I enables me to continue living on my own comfortably because of the help I get with the things I find hard to do .
Privacy, respect.
Keep the place clean.
I am sick person, I am very satisfy with your work. Thanks a lot for everything I get.
Kindness and respect.
To be treated with respect and that the work gets done properly.
Respect from all members as they all do a well job.
Helps to motivate me to keep the place clean and by doing this I am
less stressful and feel better.
That they let me do what I still can do by myself.
Competent people who know what they are doing re Fibro and a bit of Alzheimers.
The homemaker is always pleasant and on time . Also she is very good
at what she does.
I am taking good care daily of my body.

Please advise where we exceeded your expectations:

Care and concern of the worker.
My homemaker is a gem. I feel the match between the two of us is perfect.
All the time.
Ok so far.
In my care when in need.
Consistently having someone attend even when my main person is away.
The Homemaker lady I get is very very nice and speaks my language.
Everywhere.
Nicole has been very consciencious and adept at solving my problems with the previous homemaking agency.
Thank you so much.
I thank you many times with a excellent job and sometimes 2 1/2 hours a week its not long enough.
Sorry, one week the homemaker stayed 30 mins. more and I hope I could have 3 hours instead.
Flora, my homemaker is great! Always goes above and beyond to help me.
Keep it up please!
By finally sending me the right homecare worker who is wonderful, cheerful and sociable and help me with bathing and all my needs.
I have no complaints. I have never had a big problem with them and they are always excellent and on time.
Helping with the laundry.
Pilar, my cleaning lady from paramed is a very hard worker adn a very nice young woman. I only wish I could have
my cleaner more often as I'm in a lot of pain and she is only allowed to come twice a month.
I am trying to imagine how I would have survived with any ability and I'm fully aware that I wouldn't have.
My worker exceeds my expectation of being helpful and always pleasant.
Most all. I am exceedingly satisfied. She is a good lady.

YOUR OPINION COUNTS - Homemaking and Nursing Services
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Very dedicated. Communicates well & clearly.

Thank you for your help.

The extent of services provided and the high quality of care. Thank you so much.

Some people in the agency are way nicer & warmhearted than expected.

Everywhere outstanding.

Helping me with other tasks as they arise with little notice.

My caseworker Ms. Rosanne Chapley and my homemaker Connie Kong are very good.

My caseworker returns my calls asap.

My caseworker "Frewini".

Your friendly caring staff.

Quality of homemaking services.

They did well on some things.

The quality and efficiency is excellent.

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

Get a one bedroom apartment.

Already doing it!!

More accessible apartment for the building I live in to use less toxic cleaning products
and to clean my path to my vehicle.

Continue to be provided with the same care and services.

Satisfied with what is being done.

Change of homemaker.

Satisfied with current service.

More time is needed.

There is nothing from your end that you could do to improve my quality of life.

To get some extra help. I have a hard time to warm foods up or do any cooking.

I would appreciate help with preparing meals.

Get more help.

To get in touch with the bus to take me to the doctor.

Maybe 3 hours a week for homemaking help, and extra 1 hour at least once a month for food shopping help.

Only better health could help.

More hours and more Russian. Speaking psd including weekends.

Regular periodic contact (ie 4X a year) to reassess my needs.

Increase time for homemaker (1/2 hour).

I would like to have a folding walker because the one that I have is too low for me.

Social contact, cheerful people sharing a laugh is part of cure.

Keep doing the good job .

Frequent communication.

With wheeltrans , I am able to go out more, not walking too well.

I am okay for now. Thanks.

Ongoing support and services.

To allow homemaker do additional things once in a few months (like windows and/or drapes).

Increase hours for homemaker.

Making sure that the homemaker continues to help me.

It's not enough 2 hours service.

The service could be made weekly.

Better to be independant!

I am mentally and physically disabled. Lean hard on everyone.

To clean the oven, stove, fridge and cupboard. This would make living better.

My health to improve, assistance with shopping.

Paint my apartment and wax my floor.

I am happy, no need to change service. All I need is a wheelchair motor vehicle to help me walk easier.

I have lots of pain on my legs.

That my homemaker comes early in the morning so I can take part in other things that are happening here.

Nothing everything is excellent.

I would like my worker to keep shoes off my rug in the bathroom & put on slippers.

YOUR OPINION COUNTS - Homemaking and Nursing Services
Comments from Surveys - 2nd Quarter 2009

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

I feel the need for all the services that I am getting.

Everything fine.

Thank you for your services!

I am very satisfied with service rendered to me by you. I thank you very much indeed.

Was already mentioned previously that I requested homemaker services twice a week for 3 hours still no reply.

I would like to ask for extra 1 hour at least once a month. If I will pay someone could come with me in a wheeltrans to pack my grocery then she can go.

Why do I not get more hours since my disease is slowly getting to the point where I need more hours.

Keep up the good work.

I try & encourage people to stop & look at times to be a little snooty even so that they see things that they might not ordinarily to be flexible.

No, very satisfied.

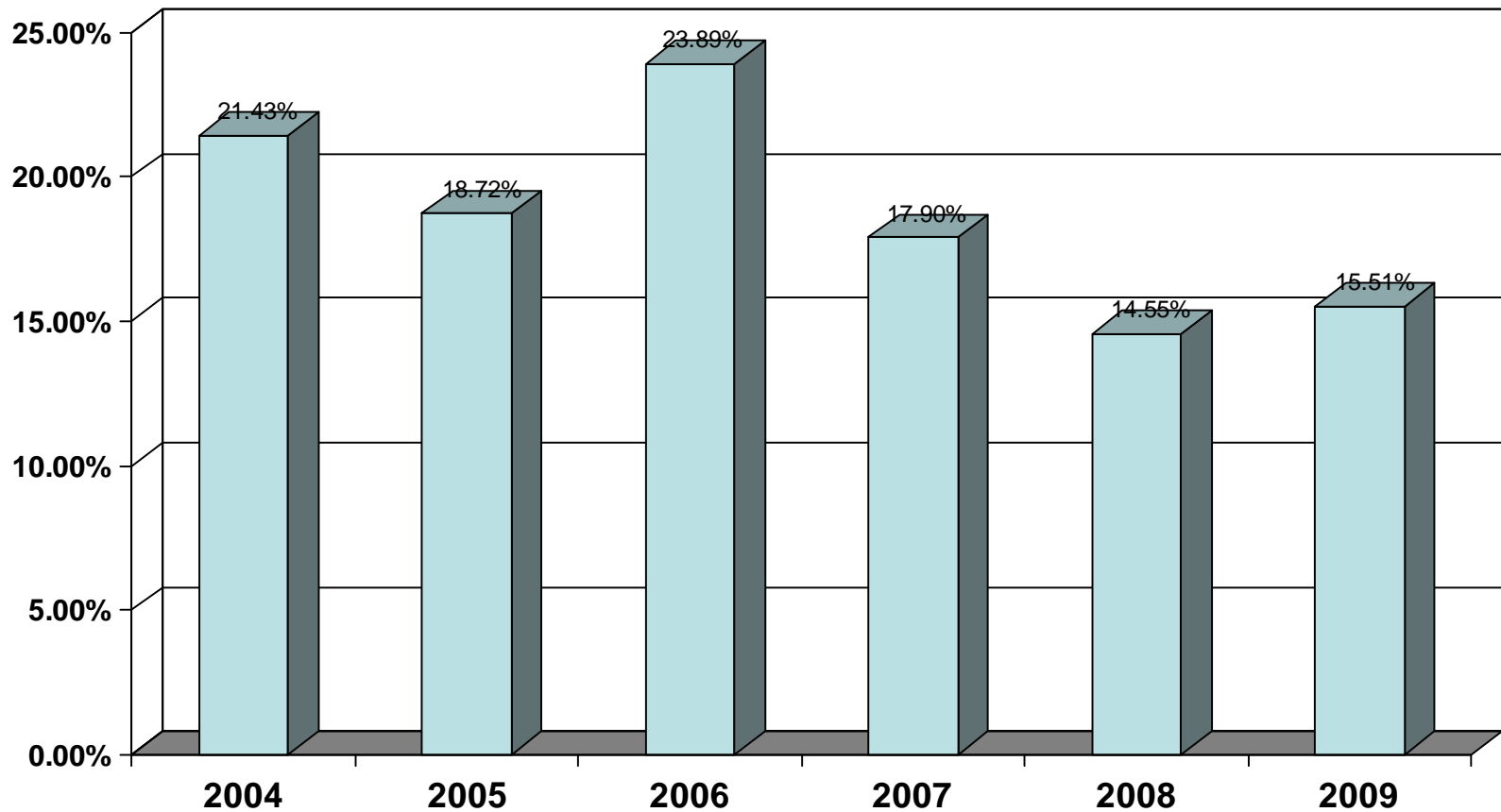
No thanks.

Medical assistance e.g. in case of fall or bad pain, you may help seniors with some form of doings.

I want my worker to close the bathroom door because I feel chilly when I am in the tub and that I might get a cold.

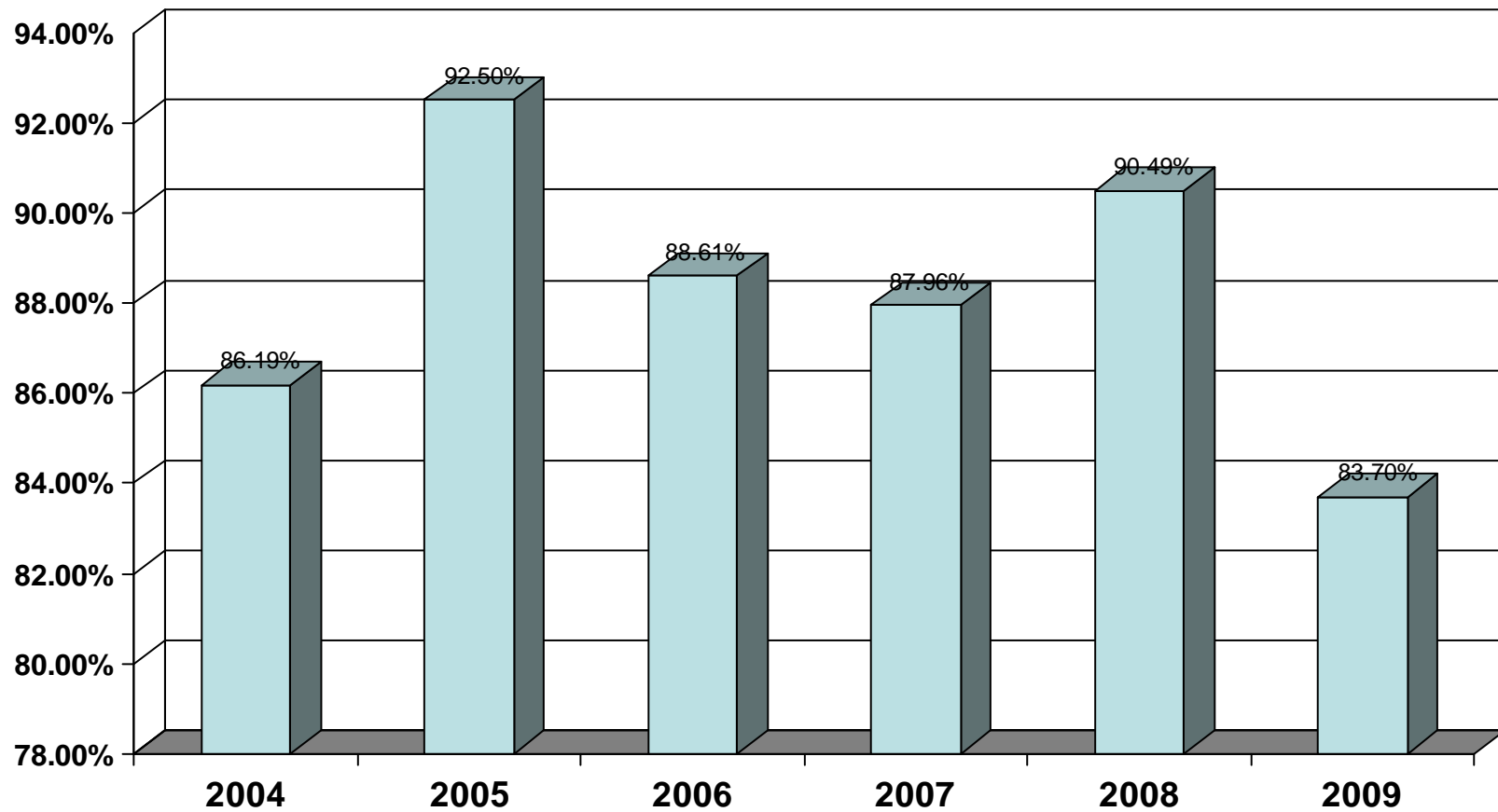
Homemakers & Nurses Services “Your Opinion Counts” Survey

Response Rates
January 1 to June 30, 2009



Homemakers & Nurses Services “Your Opinion Counts” Survey

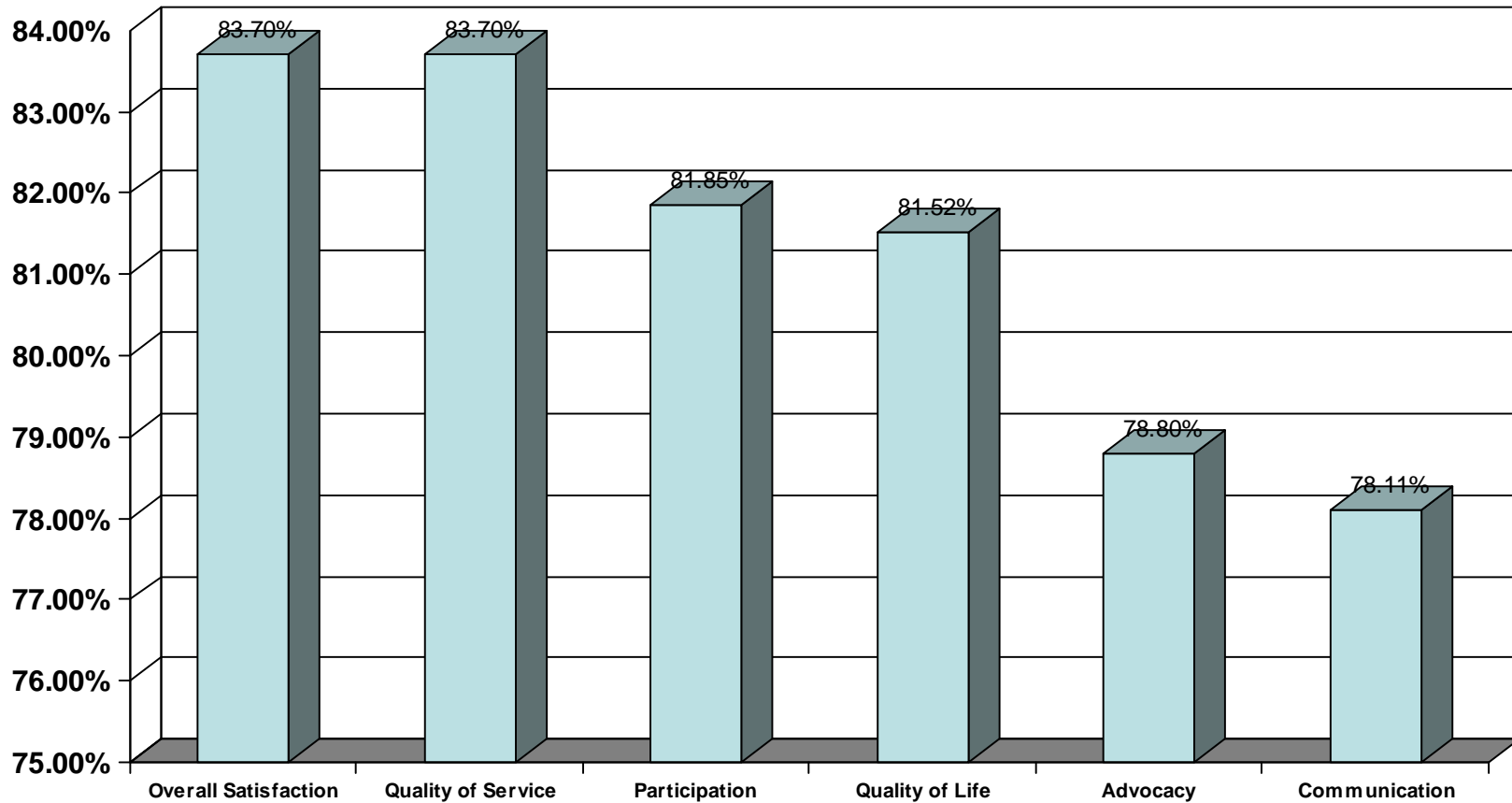
Overall Satisfaction
January 1 to June 30, 2009



Homemakers & Nurses Services

“Your Opinion Counts” Survey

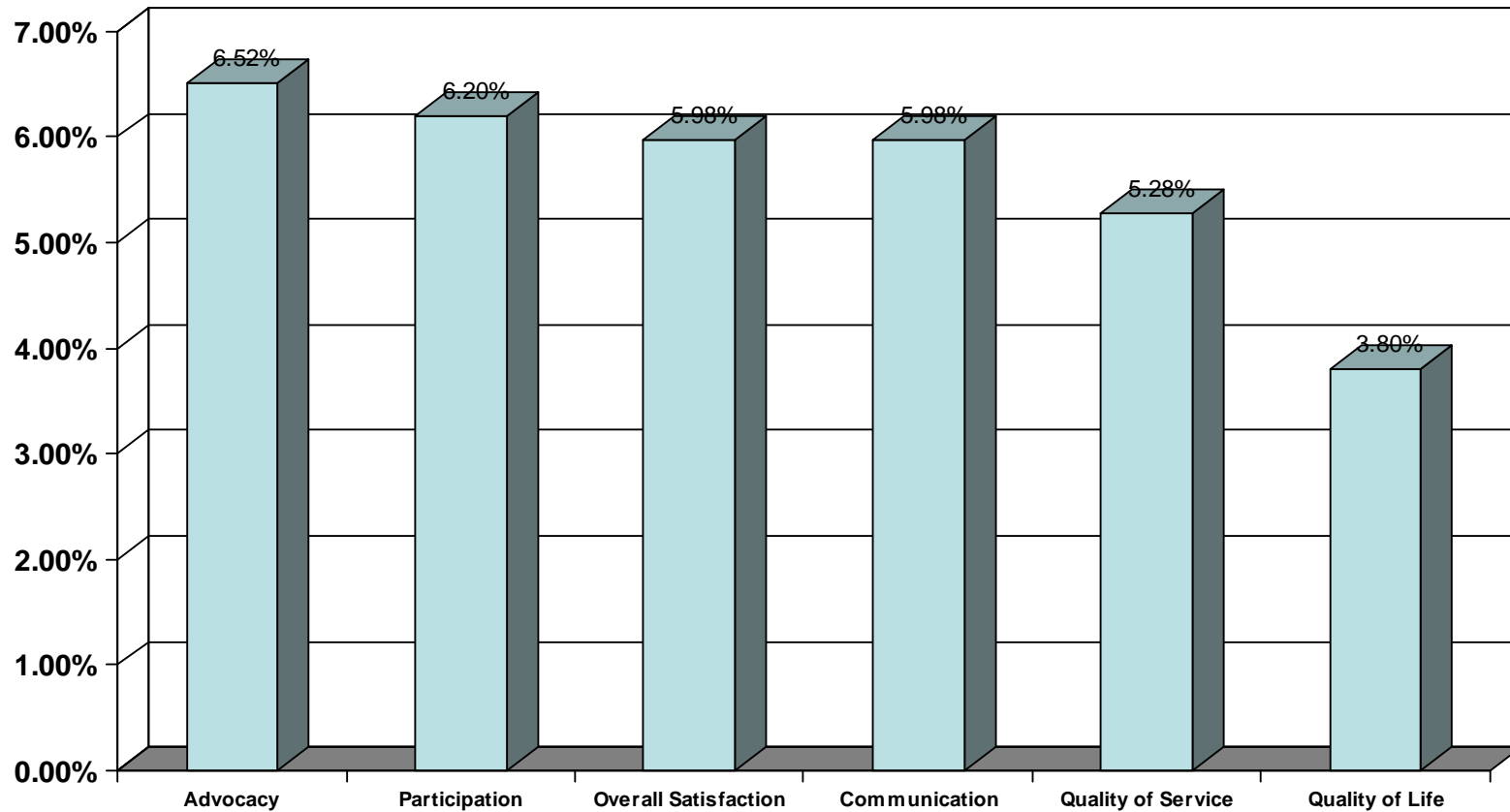
Strongly Agree & Agree Responses Ranked
January 1 to June 30, 2009



Homemakers & Nurses Services

“Your Opinion Counts” Survey

Strongly Disagree & Disagree Responses Ranked
January 1 to June 30, 2009



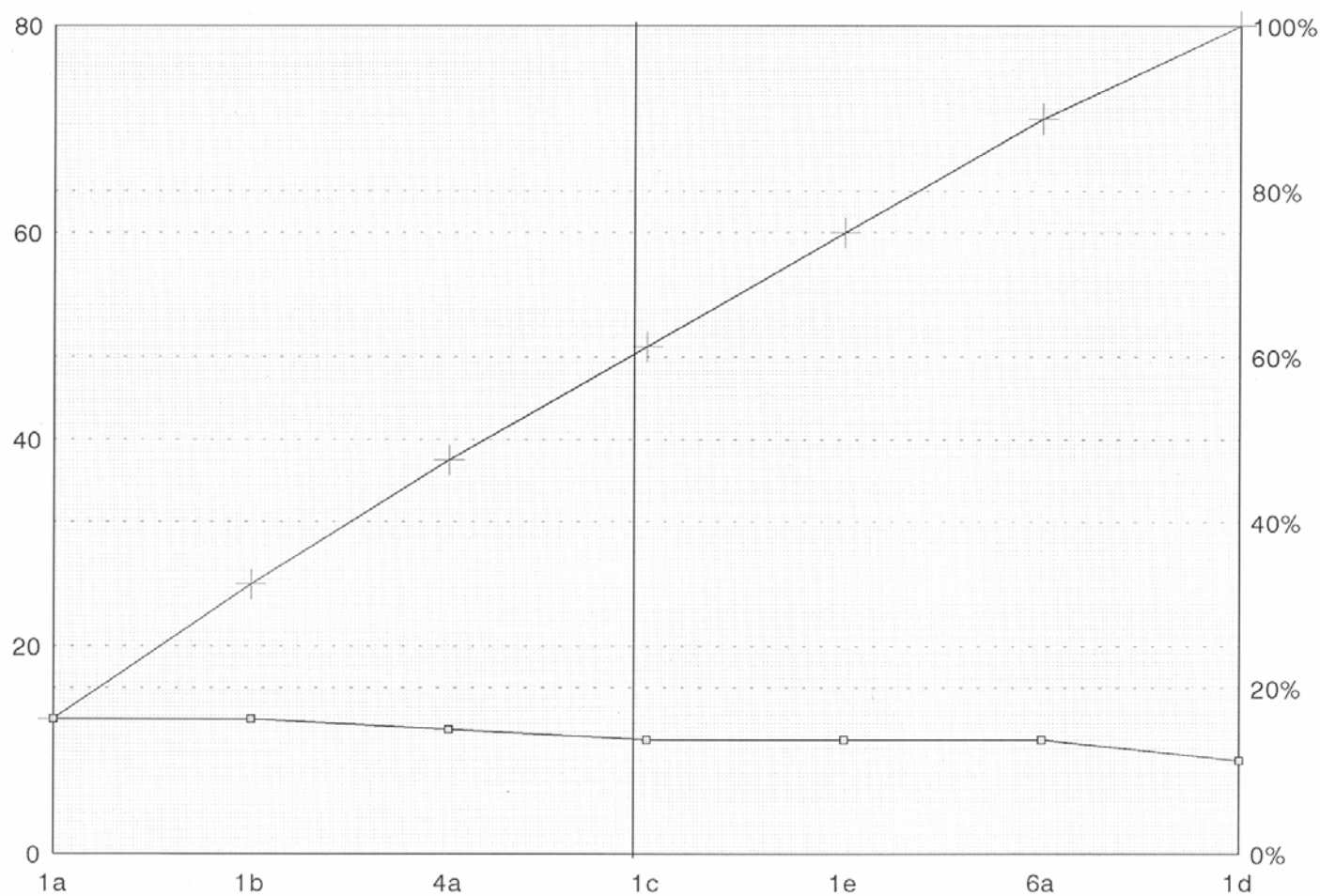
YOUR OPINION COUNTS' - January 1 to June 30, 2009

RESIDENT				
Disagree + Strongly Disagree				
? #'s	Responses		Cumulative	
	#	%		
1 a	13	16.25%	16.25%	
1 b	13	16.25%	32.50%	
4 a	12	15.00%	47.50%	
1 c	11	13.75%	61.25%	
1 e	11	13.75%	75.00%	
6 a	11	13.75%	88.75%	
1 d	9	11.25%	100.00%	
Total		80		

Client Disagree Responses in Order to 60%		
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	
4 a	My HMNS Caseworker acts in my best interests	
1 c	I feel comfortable expressing my opinions & feeling about the services I receive	

"YOUR OPINION COUNTS" Homemakers & Nurses Services

Client Dissatisfaction



January 1 to June 30, 2009