



## Client Survey Results Are In!

Personal Attendant Care would like to thank you for completing the Client Satisfaction Survey and providing your valuable feedback. Your voice is instrumental in ensuring our services are meeting the needs of our clients, caregivers and families. The survey results have identified our strengths and highlighted areas for improvement.

### Q4 Please provide your feedback on the personal care you receive



### Strengths:

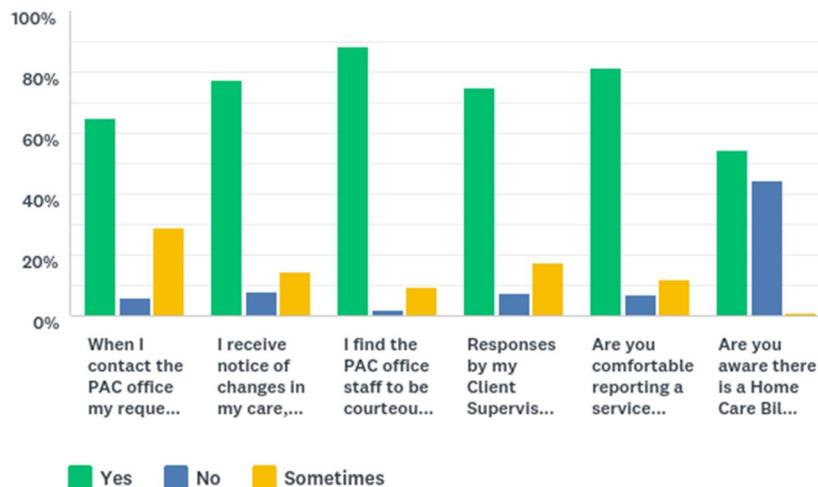
We are delighted to announce that 85% of the respondents from our survey feel the overall personal care provided by PAC meets highest standard and exceeds expectations.

As identified in the survey, PAC employees respect client privacy and allow clients, caregivers and families to participate in the decisions about their care as outlined in their individual care plan. PAC's commitment to providing safe care was highlighted in the summary as exceeding expectations.

"I find your company is very efficient. I feel safe and cared for".

The survey results also reveal our clients, families and caregivers have a good relationship with the office and management staff. A majority of the respondents emphasized the efficiency of our staff to promptly respond to requests and concerns when they are submitted. In addition, over 80% of those responding to the survey feel comfortable reporting a complaint.

### Q5 Please rate the following questions on your relationship with the PAC office and management staff



"I am always pleased after I speak to anyone at the office. The PSWs are always pleasant, kind and attentive to my needs. Thank you".

### Suggestions for improvement:

Our survey results also suggested many great ideas to improve our services. Our clients, families and caregivers would appreciate consistent regular staff and service times. PAC works diligently to provide all clients with a schedule and endeavor to provide consistent service times and staff however it is our goal to listen to our clients and commit to a plan to improve in this area. PAC is committed to enhanced communication with staff, clients, caregivers and families which includes face to face visits. Assessments are key to influencing change in service gaps and ensuring the right care needs are documented and up to date. PAC will be reviewing its current practices and developing a plan to ensure our clients are receiving assessments frequently. We recognize the value and importance of reviewing and updating care plans to address the changing needs of our clients.

### Next Steps:

“This is a great organization and I am very thankful for the services received to date”.

Thank you to clients, families and caregivers who completed this survey. Your input about our services will directly shape our vision and priorities moving forward.

### Our next steps include:

- Continue the analysis of survey data;
- Develop actions plans for improvement focusing on communication, increase face to face assessments and staff /schedule consistency.