



2009 Client Satisfaction Survey

	YES	% Yes	NO	% No
(1) Satisfied with service that you are receiving	79	99 %	1	1 %
(2) Delivery of service in a timely manner	80	100 %	0	0 %
(3) Service meets your expectations	79	99 %	1	1 %
(4) Comfortable with organization communications	78	97 %	2	3 %
(5) Organization meeting your needs	77	96 %	3	4 %
(6) Treated with dignity & respect by staff	79	99 %	1	1 %
(7) Staff is courteous in addressing concerns & requests	79	99 %	1	1 %
(8) Staff is trained to meet your service needs	78	97 %	2	3 %

** Completed October 2009 – 80 surveys were received
 Response rate was 25 % (80/315 surveys)

Feedback from Surveys:

- PSW does a great job!
- All in all I am very grateful to PAC
- Some Personal Support Workers don't know how to clean non stick surfaces like George Foreman type grills
- I need someone who can clean the house
- I am very pleased with all facets
- We have seen a vast improvement in the communications we have with PAC and am pleased with the services we receive.
- The service I receive is very good, I have one suggestion, it would be nice to have someone take us shopping.
- Keep up the good work!!
- Thank you for the help!
- Great Service! That enables me to look after my wife at home instead of placing her in a Long Term Care facility.
- The company is fabulous
- Attendant is excellent, I am very satisfied with her performance and friendly nature
- PAC has been extremely helpful with our needs
- Appreciate having same PSW all the time
- We have no problems with the ladies that PAC sends out – very good work

Feedback from surveys (cont'd):

- Services excellent
- Good service – very helpful – Thank you!
- Very happy with all my caregivers
- Attendant is perfect, very good to me, nothing she won't do to help me
- Friendly and caring staff
- PAC has gone "above & beyond" for the service they provide "the girls" keep my husband the way we wish him to be kept
- Staff are 100%
- Excellent very lovely girls
- I am genuinely pleased with the service provided and the gracious attitudes with which it is rendered
- I am very happy with my workers and appreciate their care – thank you
- My husband's primary PSW is amazing She has been with us for 9 great years -her great & positive attitude is a joy to us
- We are so happy to have this service -staff is courteous and kind and we feel so comfortable with her
- Staff are awesome
- I am pleased with the service and the ladies show respect to me
- I am even more than satisfied with your services your girls are tops nothing seems too much for them
- You can be proud to have such staff, being an old nurse I can tell - thank you so much for improving my life so much
- Staff is trained to meet our needs
- Service is satisfactory
- Clarify what you are asking by staff it is unclear whether we are talking about office staff or PSW