



---

## What our clients think...

---

In August 2009 Beech Home Care & Medical, Inc performed client satisfaction surveys. All active clients were contacted and either the clients or the representing family members completed the surveys.

The results were:

**100%** of the care workers arrive on time and inform the client if there is a problem.

**100%** of care workers were friendly and polite.

**95%** of the clients and families were satisfied with our service. <sup>1</sup>

---

<sup>1</sup> One client expressed dissatisfaction at having to pay for the service.



---

## And some comments...

---

From the daughter of a client, *"She is the best ever. Her mother enjoys seeing her, it's one of the only times she sees her smile."*

*"The care worker is easy to work with."*

*"The two care workers are very observant and if something needs to be done they attend to it."*

*"We have nice people working at the company."*